

NEIGHBORHOOD LIVABILITY

FEBRUARY 25, 2014

PRIORITY

Provide safe and well maintained parks, community centers and other facilities that provide amenities our residents want.

INDICATORS

- 1. Youth participation in city provided programming (Night Kicks/Hoops, Club KC)**
- 2. % of citizens satisfied with park maintenance**
- 3. % of citizens satisfied with community center programming**

YOUTH SUMMER ACTIVITY PARTICIPANTS

**Positive
Trend:** 

	Total Participants					
Activity Type	2010	2011	2012	2013 Target	2013	2014 Target
Night Hoops	1,720	4,144	6,528		6,944	
Night Nets	112	280	140		69	
Night Kicks	2,046	1,480	1,400		1,248	
Club KC	n/a	2,600	7,442		9,095	
Combined Total	3,878	8,504	15,510	10,000	17,356	14,000

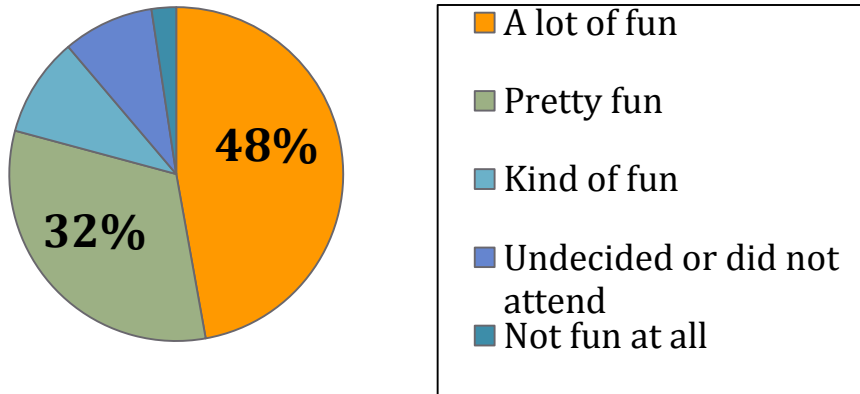


PREPARATIONS FOR 2014

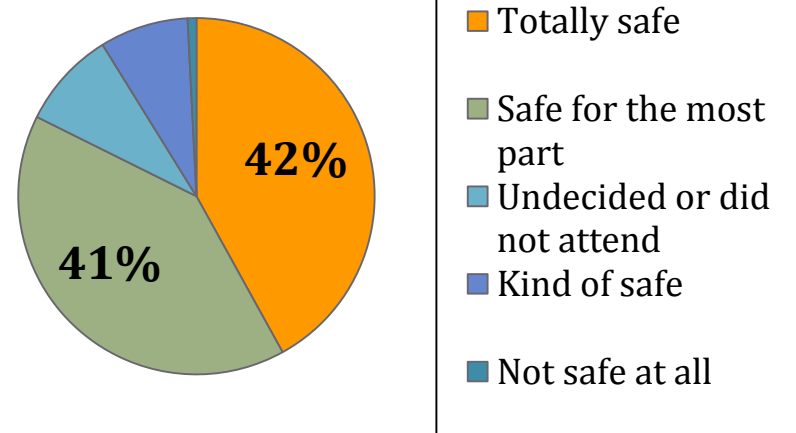
- **Via partnership with the College Basketball Experience, have added over 300 kids to the database during the winter months**
- **Currently focused on developing arts components for summer programming, in partnership with performance/visual arts partners**
- **Aiming to grow the Mayor's Night Nets Program – looking at partnership with Sports Commission**
- **Continue to build on a very successful 2013!**

2013 CLUBKC SURVEY RESULTS

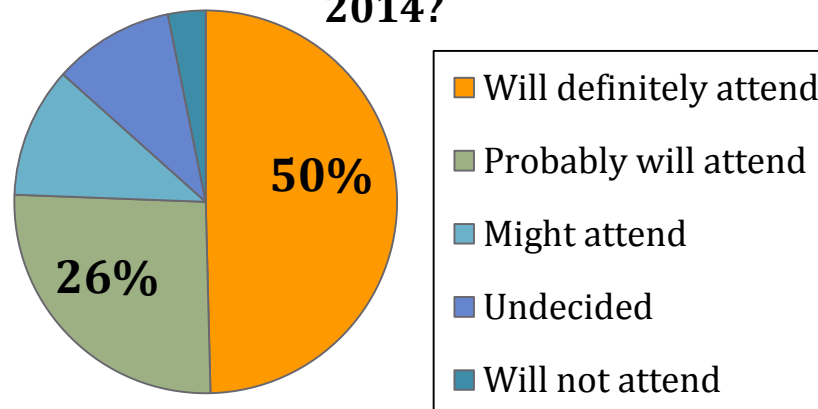
Do you feel ClubKC was a fun place to go?



Do you feel ClubKC was a safe place to go?

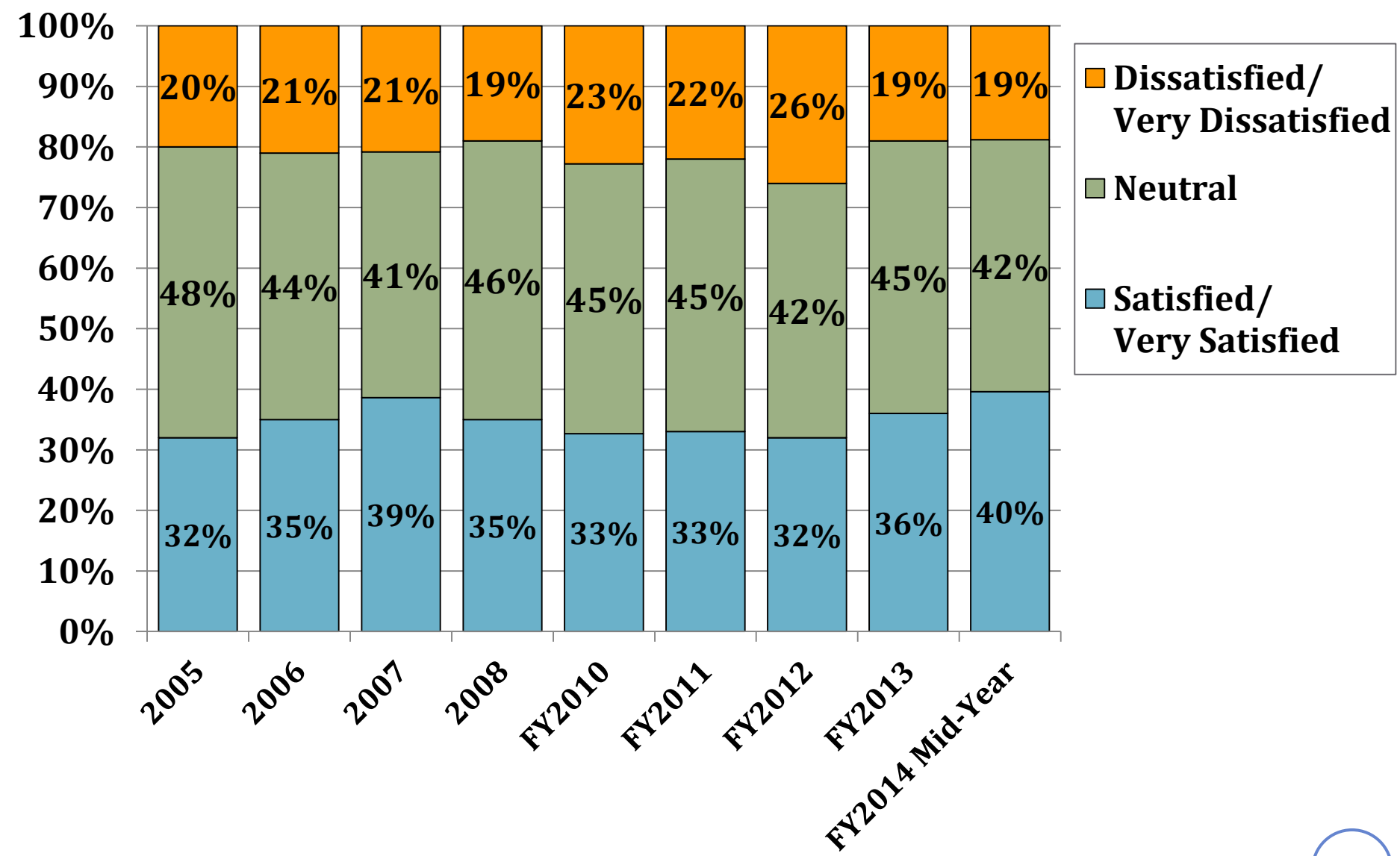


How likely are you to visit ClubKC if it is offered in the summer of 2014?



CITIZEN SATISFACTION WITH YOUTH ATHLETIC PROGRAMS

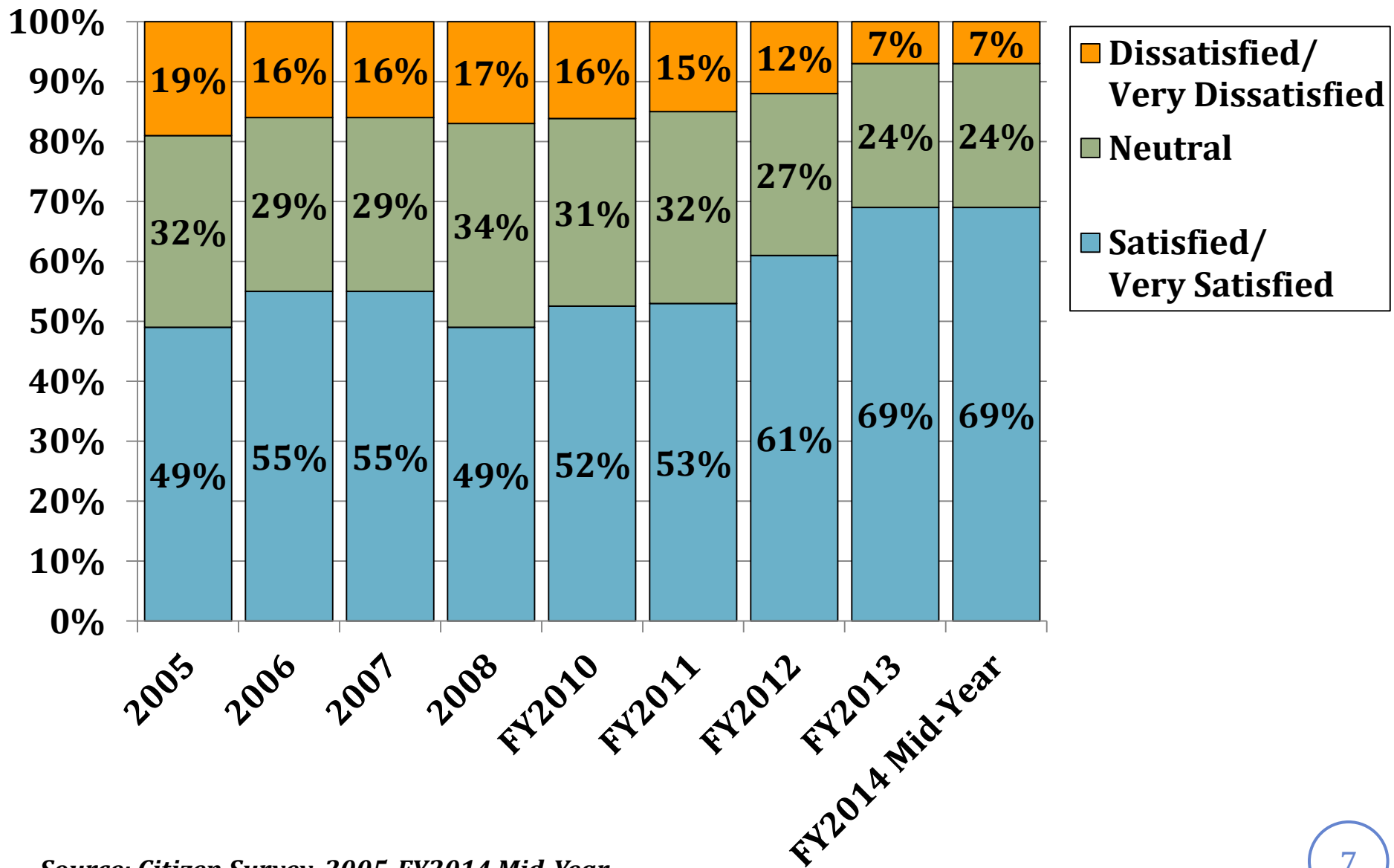
**Watch
Trend**



Source: Citizen Survey, 2005-FY2014 Mid-Year

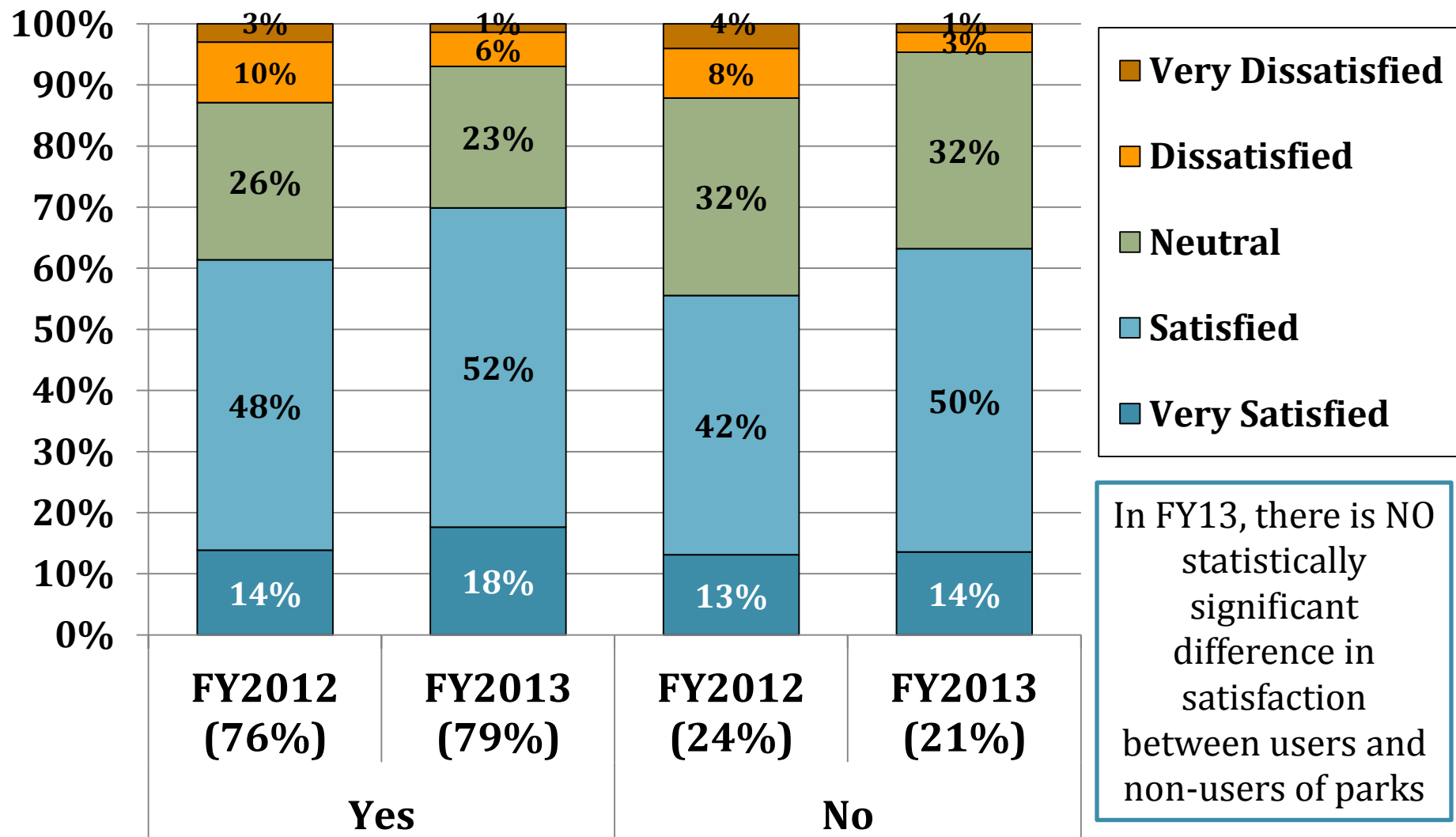
CITIZEN SATISFACTION WITH MAINTENANCE OF PARKS

**Positive
Trend:** 



Source: Citizen Survey, 2005-FY2014 Mid-Year

CITIZEN SATISFACTION WITH MAINTENANCE OF PARKS BY USERS

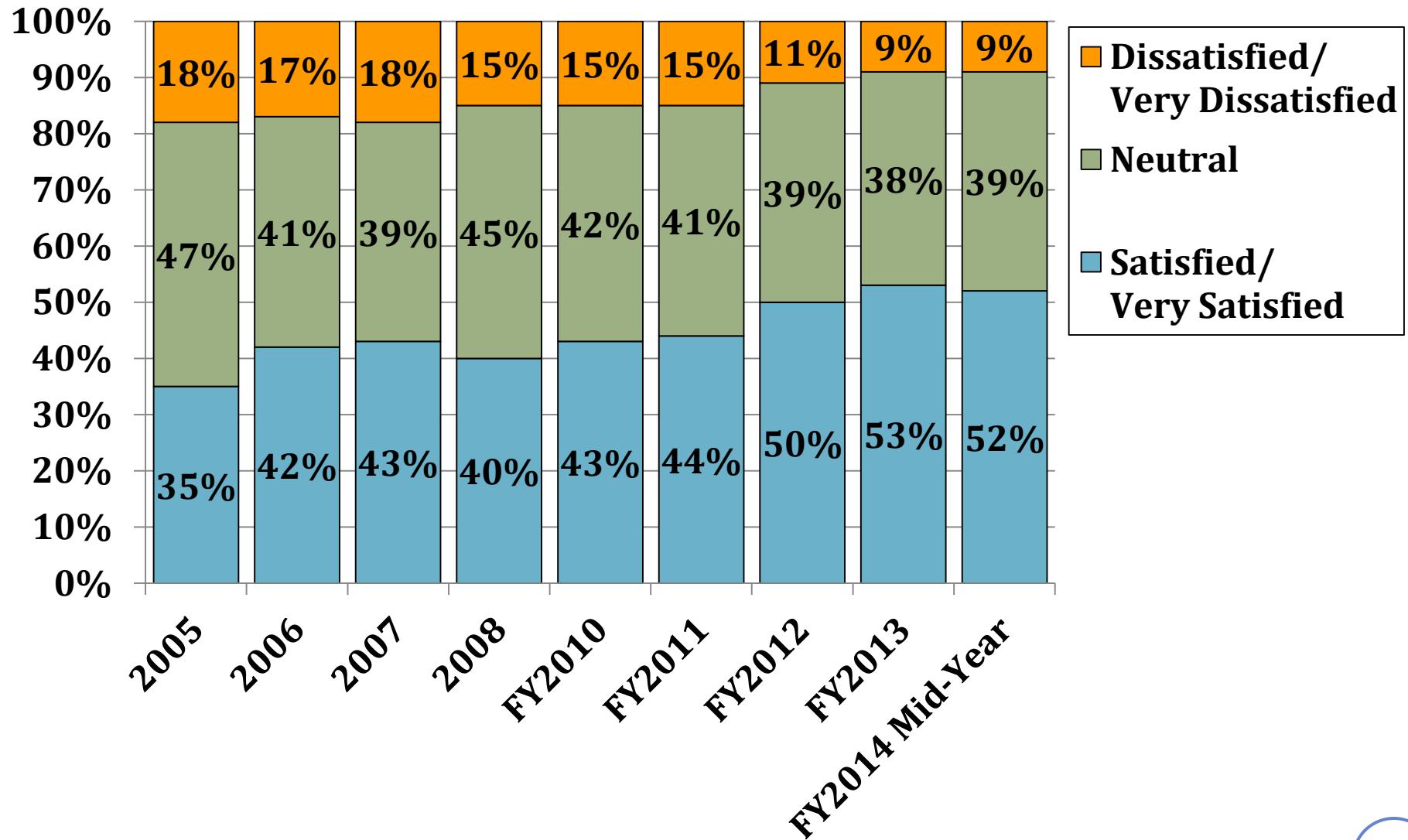


Have members of your household visited any parks in KCMO in the last year?

Source: Citizen Survey, FY2012 and FY2013

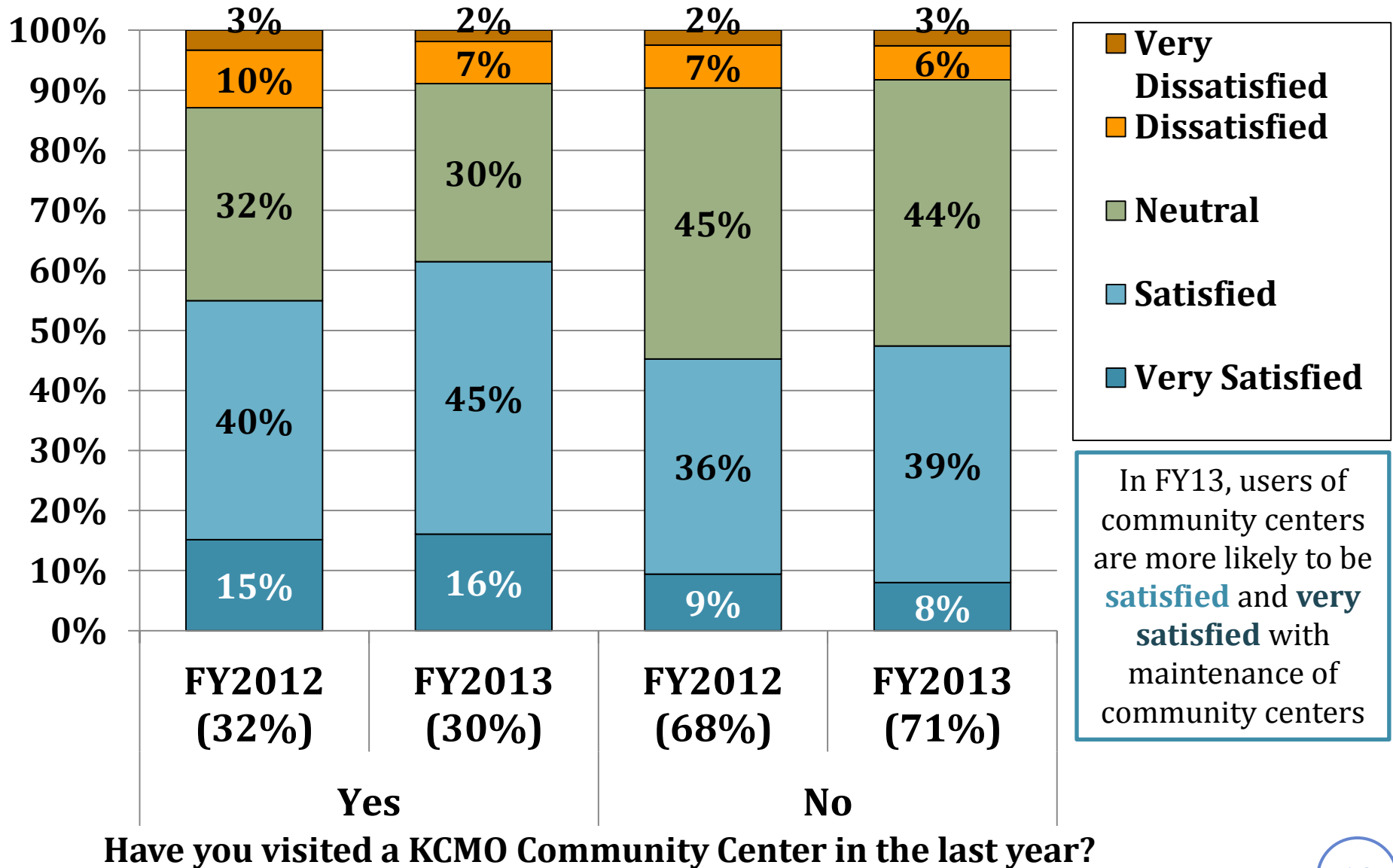
CITIZEN SATISFACTION WITH COMMUNITY CENTER MAINTENANCE

**Positive
Trend:** 



Source: Citizen Survey, 2005-FY2014 Mid-Year

CITIZEN SATISFACTION WITH COMMUNITY CENTER MAINTENANCE BY USERS



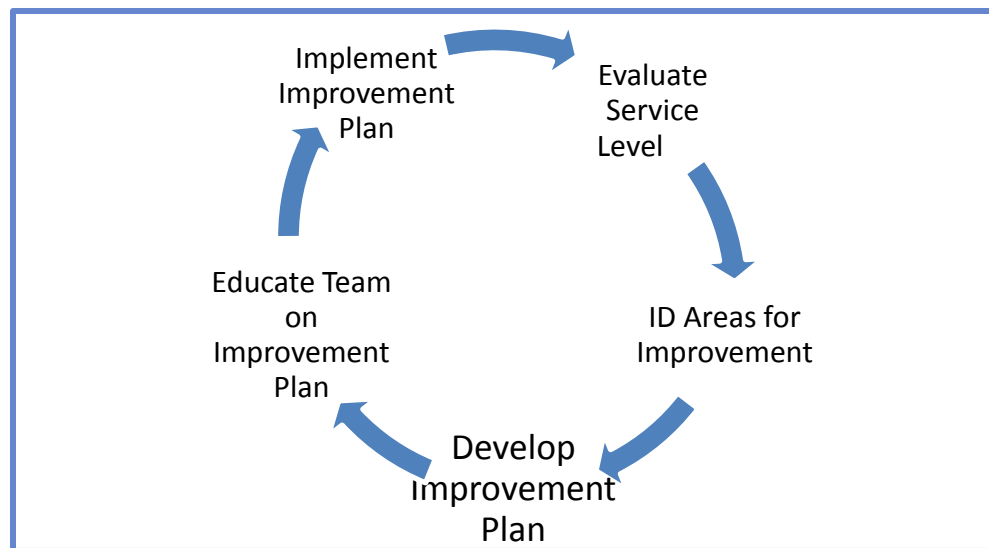
WHO IS MORE LIKELY TO VISIT CITY PARKS AND COMMUNITY CENTERS?

	Gender/Age	Council District
More Likely: Parks	Men 18-24, 25-34, 35-44, 45-54 Women 25-34	4 th and 6 th
Less Likely: Parks	Men 55-64, 65+ Women 65+	3 rd
More Likely: Community Centers	Men 25-34 and 35-44 Women 25-34 & 55-64	3 rd and 5 th
Less Likely: Community Centers	Men 45-54, 55-64 and 65+ Women 45-54	6 th

RECREATION ASSESSMENT PROGRESS

Recommendations and final plans from the consultant delivered on Dec 20, 2013

- Department established an “Agents of Change” team to begin work on implementation. Each group developed a systems change model from which to work and the workgroups include:
 - Training and Development
 - Customer Service
 - Community Outreach
 - Facility Maintenance
- First quarter initiatives include a business plan for each site to establish the following:
 - Cost recovery goals
 - Customer service goals
 - Community marketing outreach plan
 - Staffing level evaluations
 - Volunteer recruitment plans
 - Partnership SWOT analysis



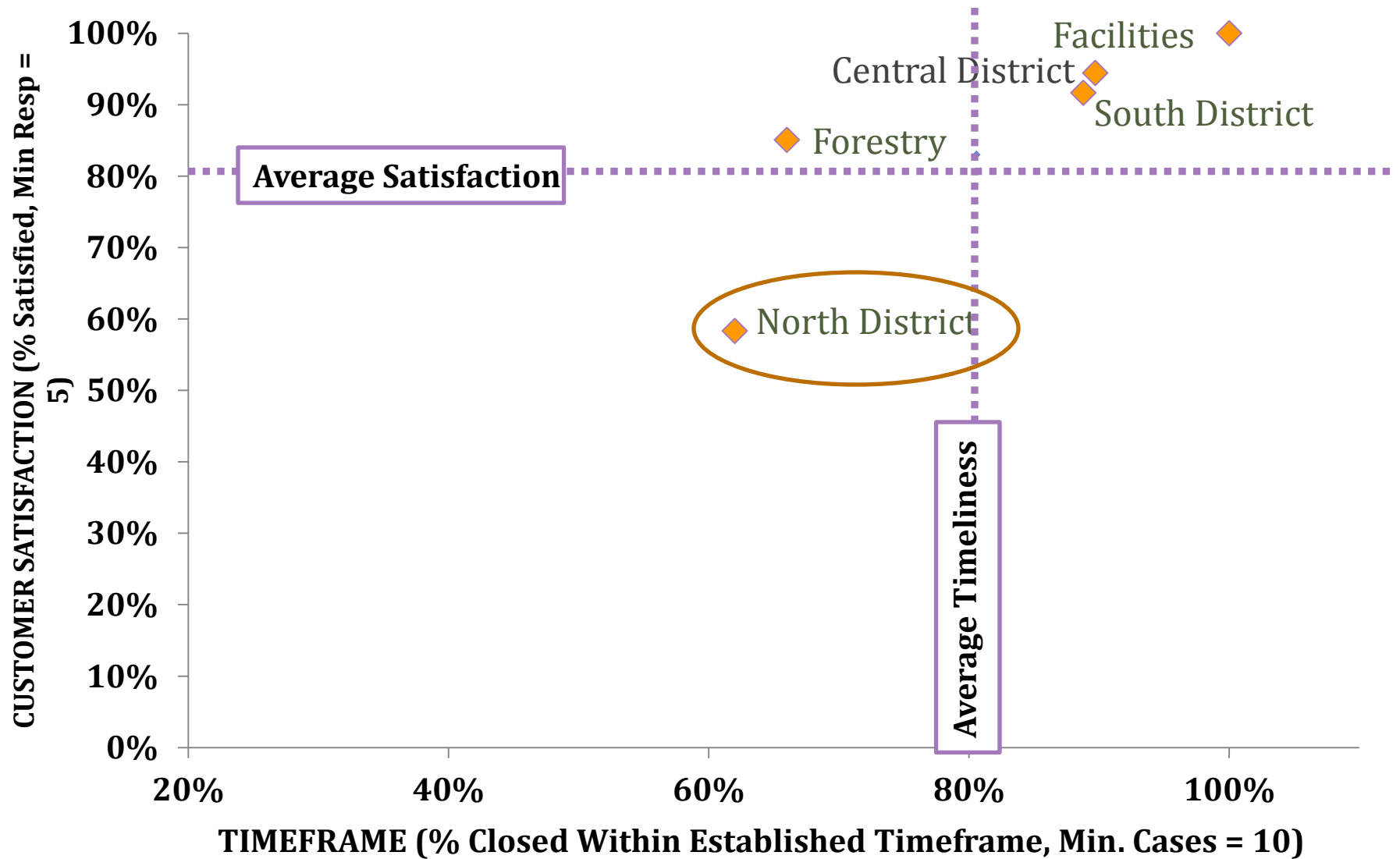
PRIORITY

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

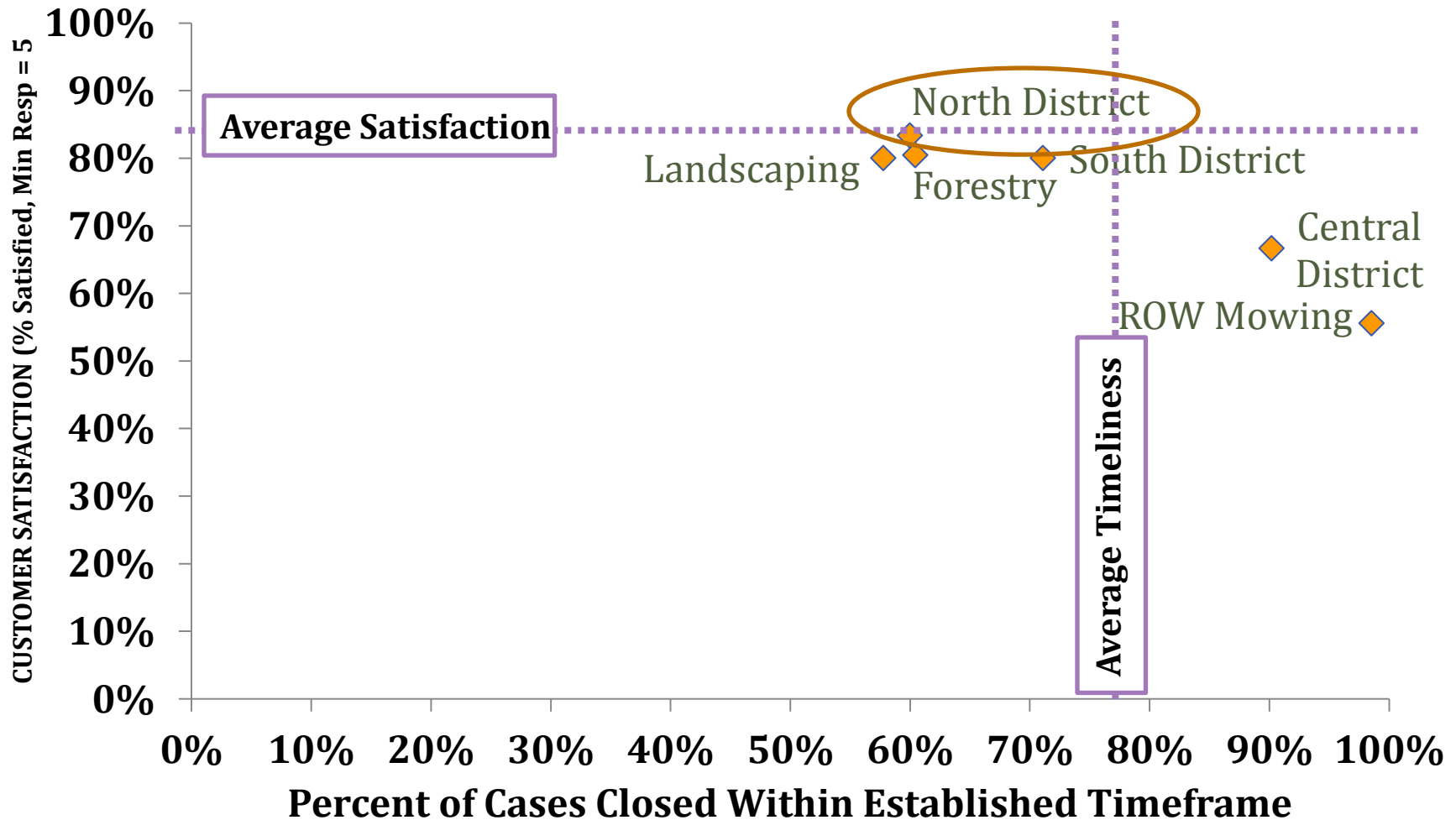
INDICATORS

- 1. % of customers satisfied with 311 service request outcomes**
- 2. Timeliness of 311 service request completion**
- 3. Citizen satisfaction and emphasis for Parks services**
- 4. Tree trimming/ removal and mowing data**

311 MATRIX FOR PARKS SERVICES: FY13 TOTAL



311 MATRIX FOR PARKS SERVICES: FY14 MID-YEAR



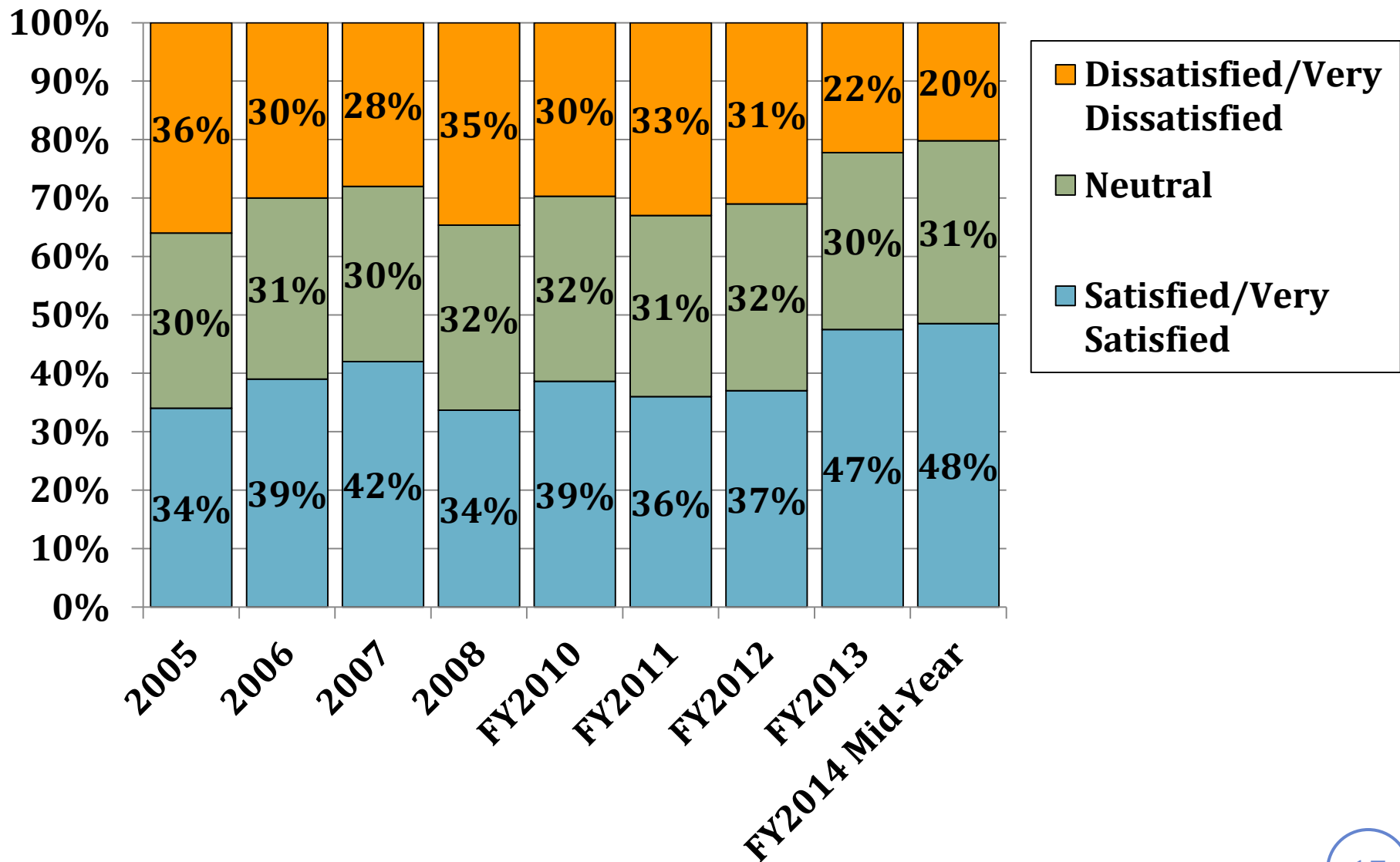
CITIZEN EMPHASIS AREAS WITHIN PARKS

Which TWO of the Parks and Recreation Services listed do you think should receive the MOST EMPHASIS from the City over the next two years?

<u>Parks and Recreation Category</u>	<u>Importance</u>	<u>Satisfaction</u>	<u>I-S Rank</u>
Mowing/tree trimming along city streets	21%	48%	1
The city's youth athletic programs	14%	36%	2
Walking and biking trails in the City	16%	53%	3
Maintenance of City parks	24%	69%	4
Quality of customer service from Parks employees	13%	45%	5
Maintenance of boulevards and parkways	15%	64%	6
The reasonableness of fees charged for rec programs	10%	44%	7
City swimming pools and programs	7%	39%	8
Programs and activities at City community centers	8%	47%	9
Quality of facilities (shelters/playgrounds) in parks	11%	64%	10
Quality of communication from Parks and Recreation	5%	41%	11
Maintenance/appearance of City community centers	6%	53%	12
Quality of outdoor athletic fields	6%	59%	13
Ease of registering for programs	4%	46%	14

CITIZEN SATISFACTION WITH MOWING AND TRIMMING OF TREES

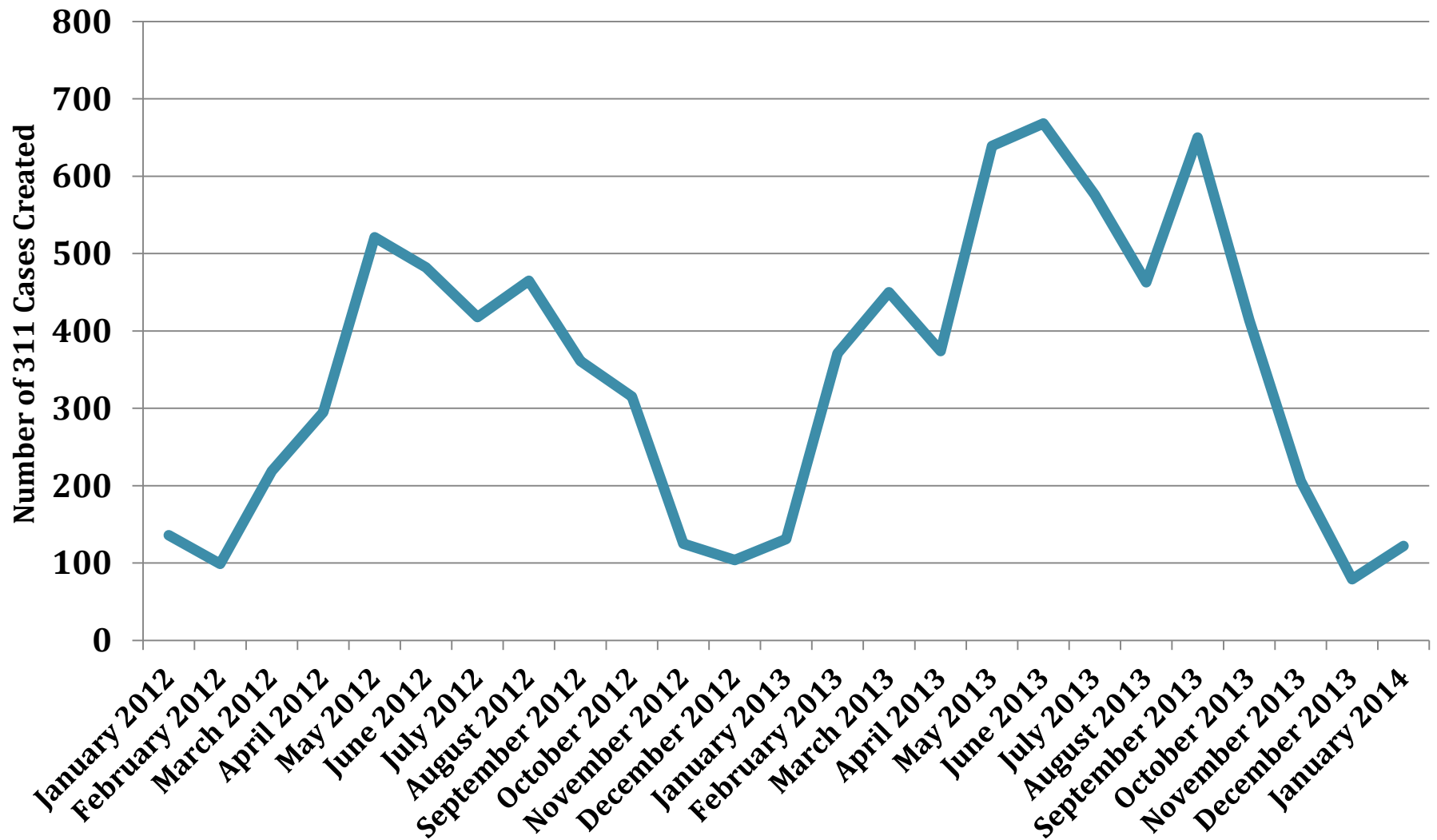
**Positive
Trend:** 



Source: Citizen Survey, 2005-FY2014 Mid-Year

FORESTRY SERVICE REQUESTS CREATED EACH MONTH

**Watch
Trend**

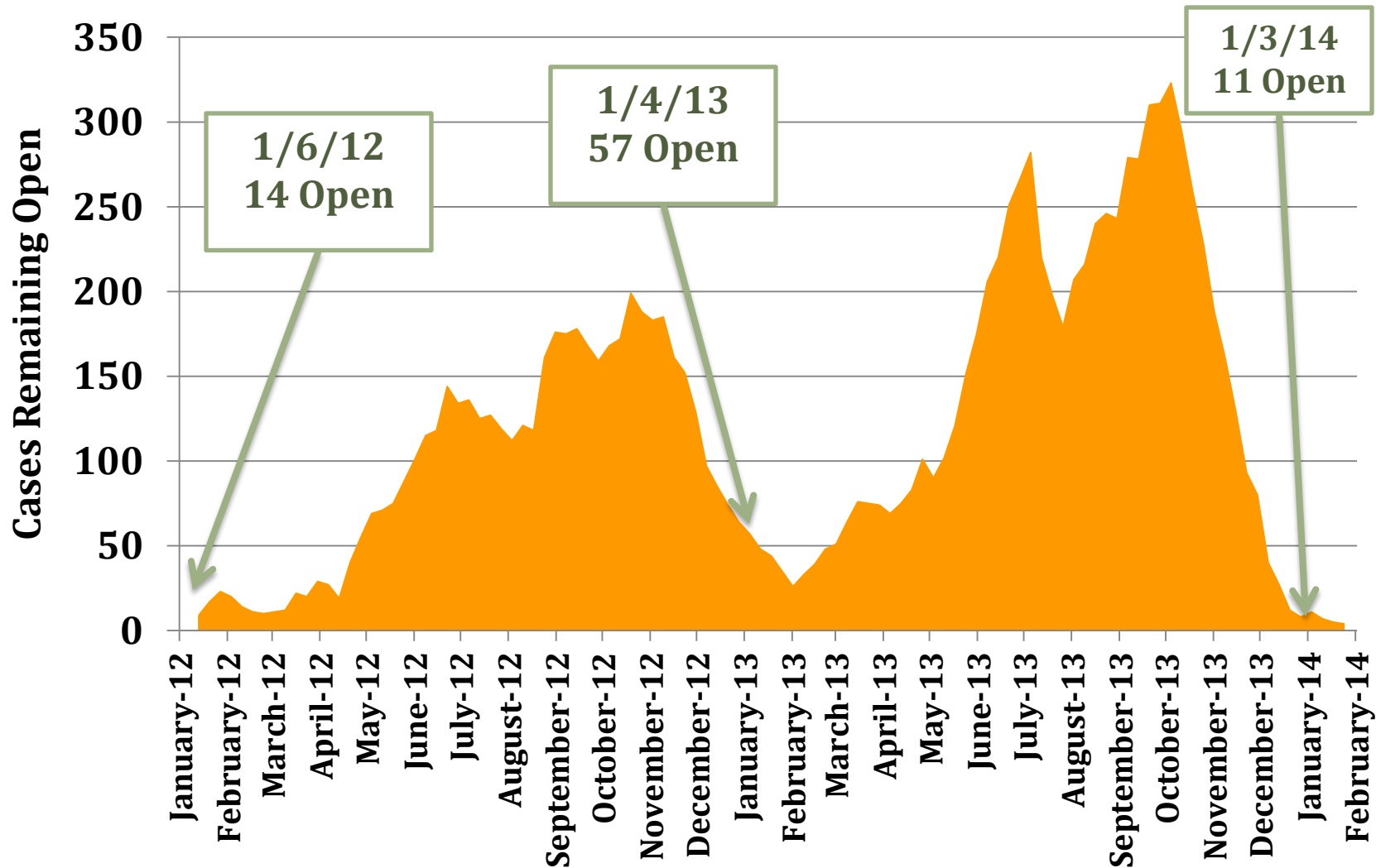


Source: Peoplesoft CRM 311 Service Request System

TREE TRIMMING SERVICE REQUEST CASELOAD OVER TIME

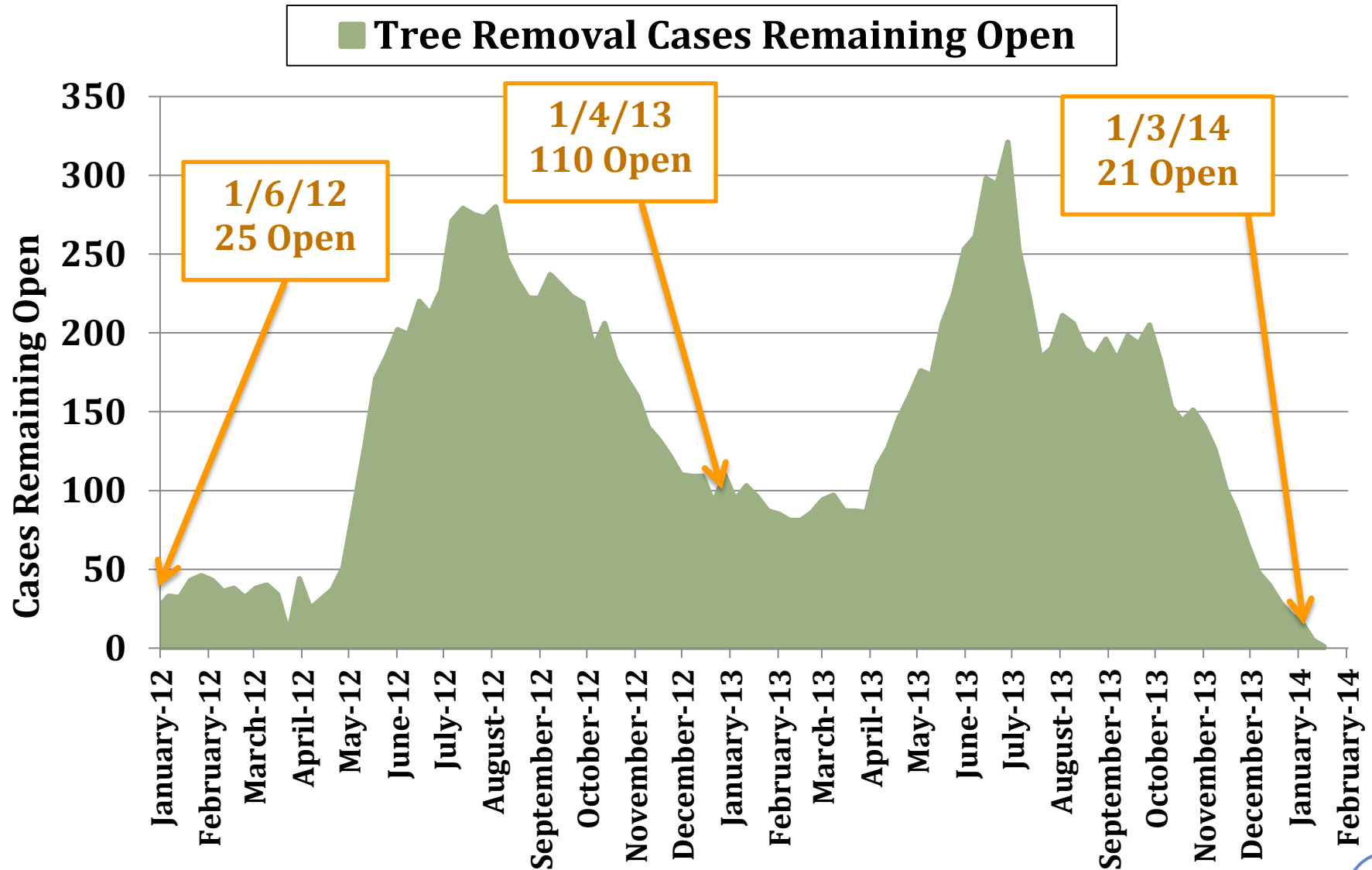
**Watch
Trend**

■ Tree Trimming Cases Remaining Open



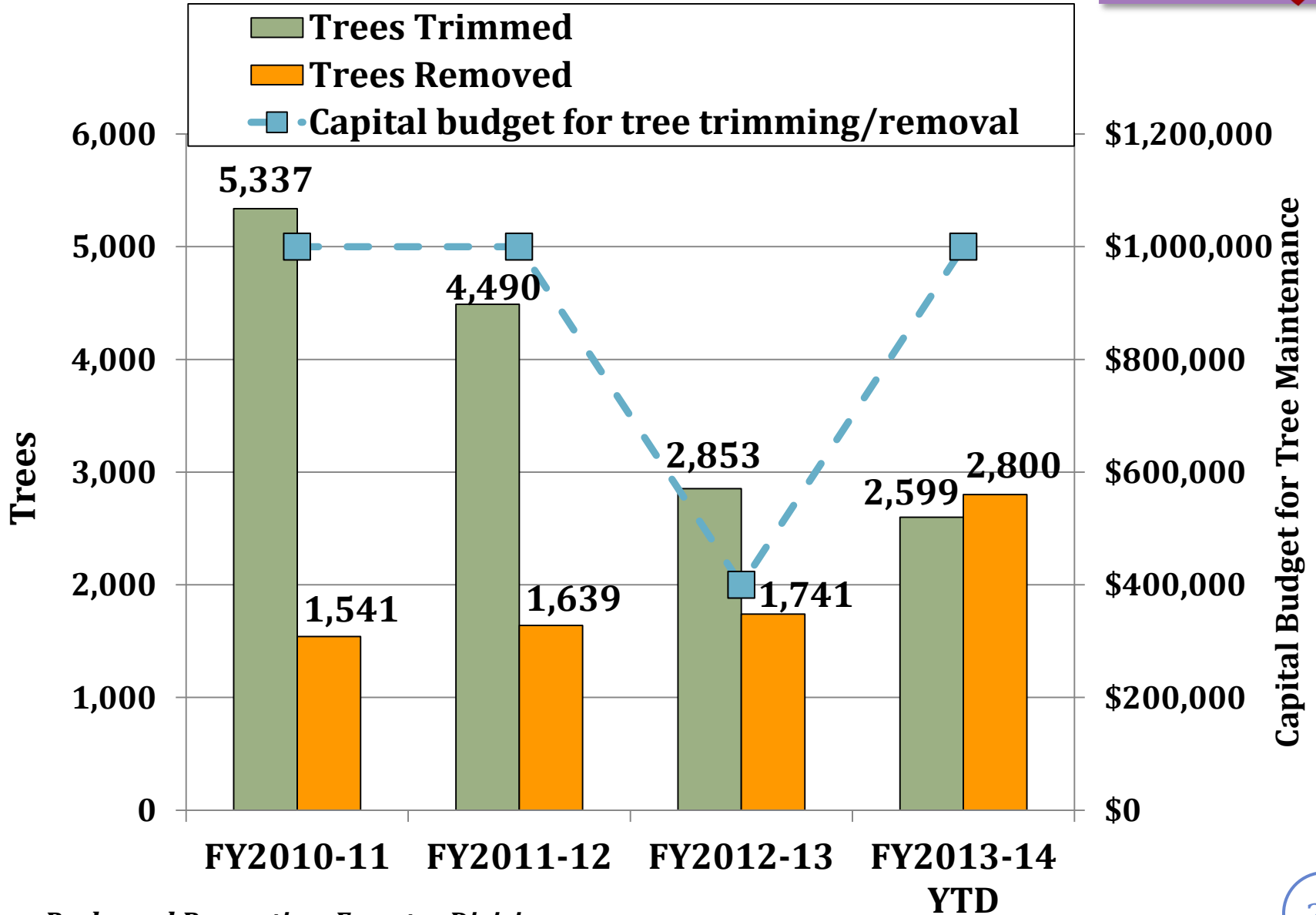
TREE REMOVAL SERVICE REQUEST CASELOAD OVER TIME

**Watch
Trend**



TREES TRIMMED AND REMOVED

Negative Trend: 



Source: Parks and Recreation, Forestry Division

ASH BORER EDUCATION

Fall 2013

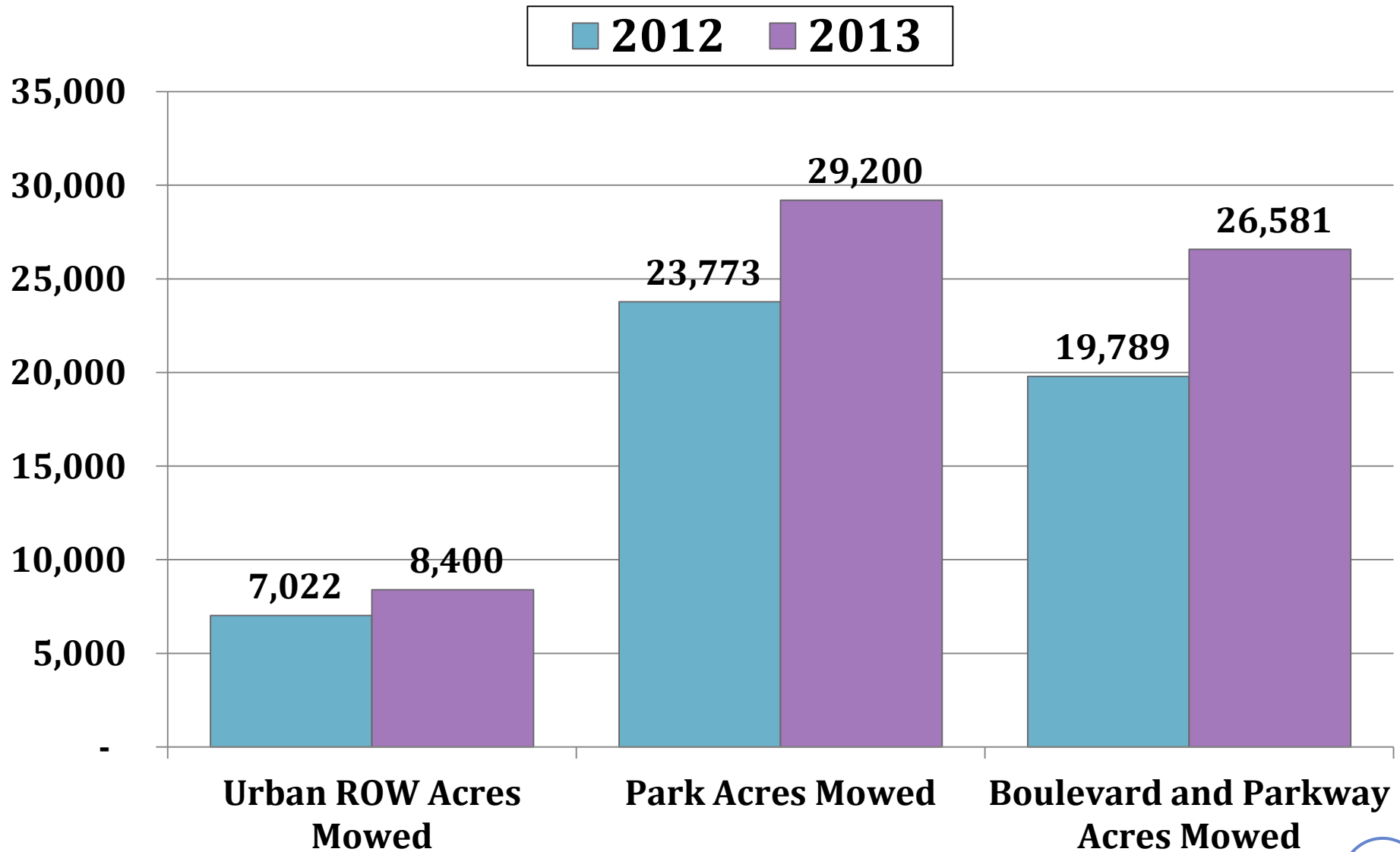
- **311 Codes were added and calltakers trained (5-10 questions received since then)**

Spring 2014

- **Replacement tree planting**
- **Continued treatment and removals**

Parks is collaborating with NHS to target communication efforts to neighborhood groups and to target services to specific neighborhoods

MOWING BY PARKS DEPARTMENT



PREPARATION FOR SPRING/SUMMER MOWING SEASON

- **Mowing cycles unchanged**
 - Parks: 10-14 days
 - Boulevards/parkways: 7-10 days
 - Urban right-of-ways: 14 days
- **Bruce R. Watkins mowing: in discussion with state about plans for 2014**



PRIORITY

Target blight by redeveloping, repurposing and clearing vacant lots and buildings in collaboration with the community

INDICATORS

- 1. % of dangerous buildings demolished**
- 2. % of Land Bank properties sold, reused or repurposed**

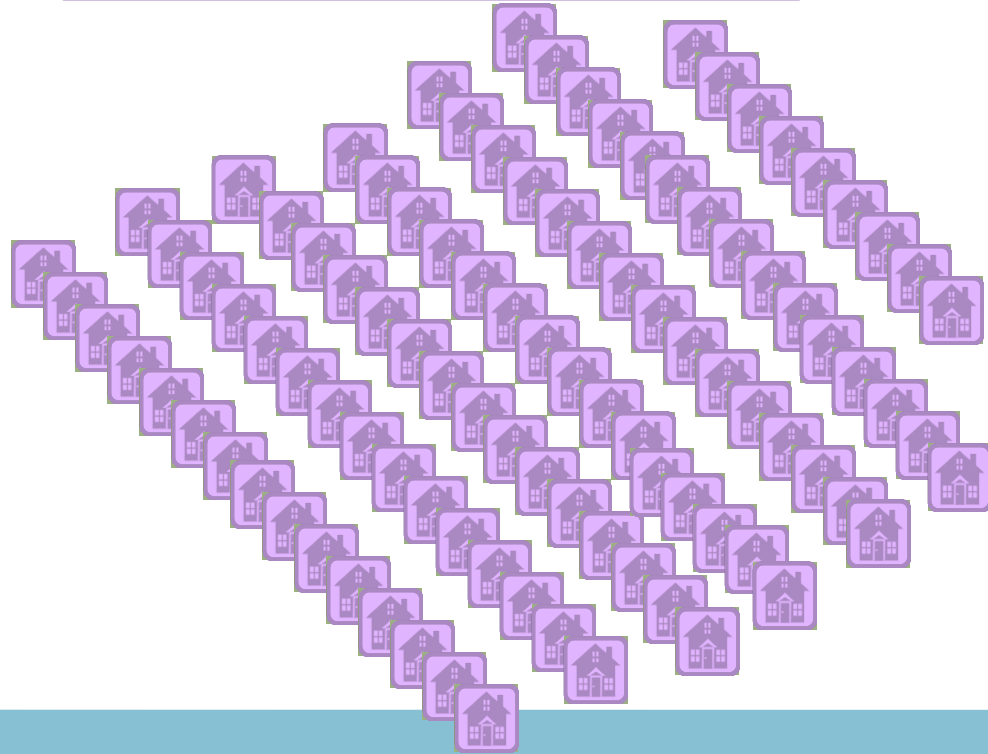
LAND BANK SALES TO DATE

**Land Bank Properties
Sold: 15**



Two properties withdrawn

**Land Bank Properties
With Sales Pending: 99**





















































































































\$71,677 = Revenue received from Land Bank sales

Actual “offers” for Land Bank properties also include dollar amount of planned investment by owner

DISPOSITION OF LAND BANK PROPERTY:

SOLD  AND PENDING 

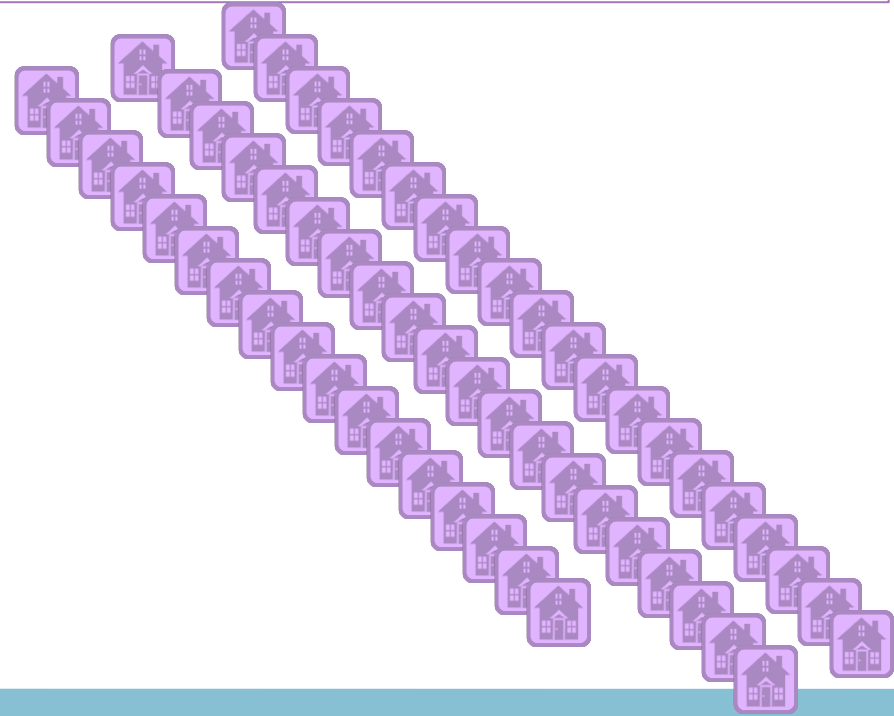
5 Single Family Homes for Demo by Purchaser	    
18 Single Family Homes for Renovations	                 
8 Single Family Homes for Owner Occupancy	       
22 Side Lots	                     
60 Vacant Lots	                                                           
1 Commercial Repair	

HOMESTEADING AUTHORITY SALES ACTIVITY

**Homesteading Authority
Properties Sold: 19**



**Homesteading Authority
Properties With Sales Pending:
57**



One property on hold and one fell through

STRATEGIC DANGEROUS BUILDING DEMOLITION



116

Demolitions completed

8

In Progress

9

Pending



East Patrol Project

37

In Progress



Emergency Demolitions

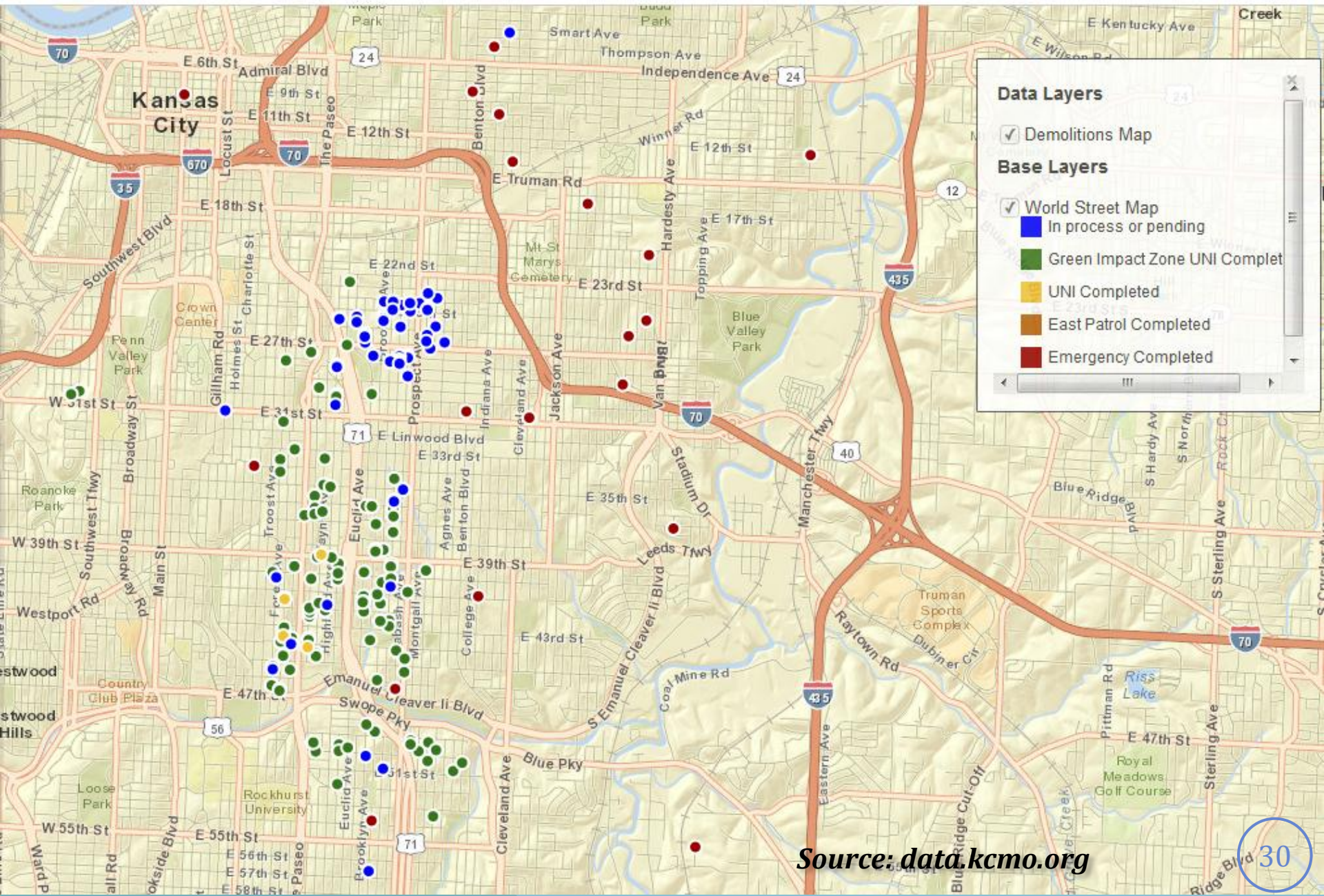
29

Demolitions completed

4

Pending

DANGEROUS BUILDING DEMOLITIONS MAP



DANGEROUS BUILDING SNAPSHOT SUMMARY

1,198

Buildings on Dangerous Building List,
May 3rd, 2013

1,169

Buildings on Dangerous Building List,
January 31, 2014

2013 MOWING SEASON SUMMARY: NEIGHBORHOOD PRESERVATION

1,071

of private properties abated

4,123

of Land Bank/Homesteading
properties abated

5

Mowing cycles

YOUTH EMPLOYMENT THRU ADOPT-A-NEIGHBORHOOD (2013)

Organization	Youth (Ages 15-18)	Young Adults (Ages 19-25)	Adults (over 25)
Blue Hills			
100 Men of Blue Hills	2	7	15
Ivanhoe	0	3	3
Key Coalition	32	4	14
Marlborough Community Coalition	22	6	3
Marlborough East	0	0	3
Twelfth St. Heritage	0	4	24
Voices of the People			
Washington Wheatley	0	1	7
Total	56	25	69

2014 PARTNERSHIPS FOR BLIGHT REMOVAL

- **2014 Program will be structured as a grant/stipend for maintenance rather than a fee-for-service program**
 - Neighborhood partners will be responsible for ensuring weed removal and cleanliness of lots in their area, with review by city on 3 week cycle
 - Lots in program: Homesteading Authority, Land Bank, city-owned
- **Grant application will be available soon**
 - Goal: to maximize the number of neighborhoods participating
 - Neighborhood forums will be held to introduce program
 - Youth employment is mandatory component of participation
- **City will use existing contractors to perform maintenance/clean-up of properties in April to prepare for 2014 season**
- **Total funding will likely exceed FY 13-14 amount of \$707,000**

VOLUNTEER INSPECTOR PROGRAM 2013 OUTCOMES

From March 2013 through January 2014:

91 Volunteer Inspectors have opened
195 cases.

192 of these cases have been closed in a
median of

54.5 days.

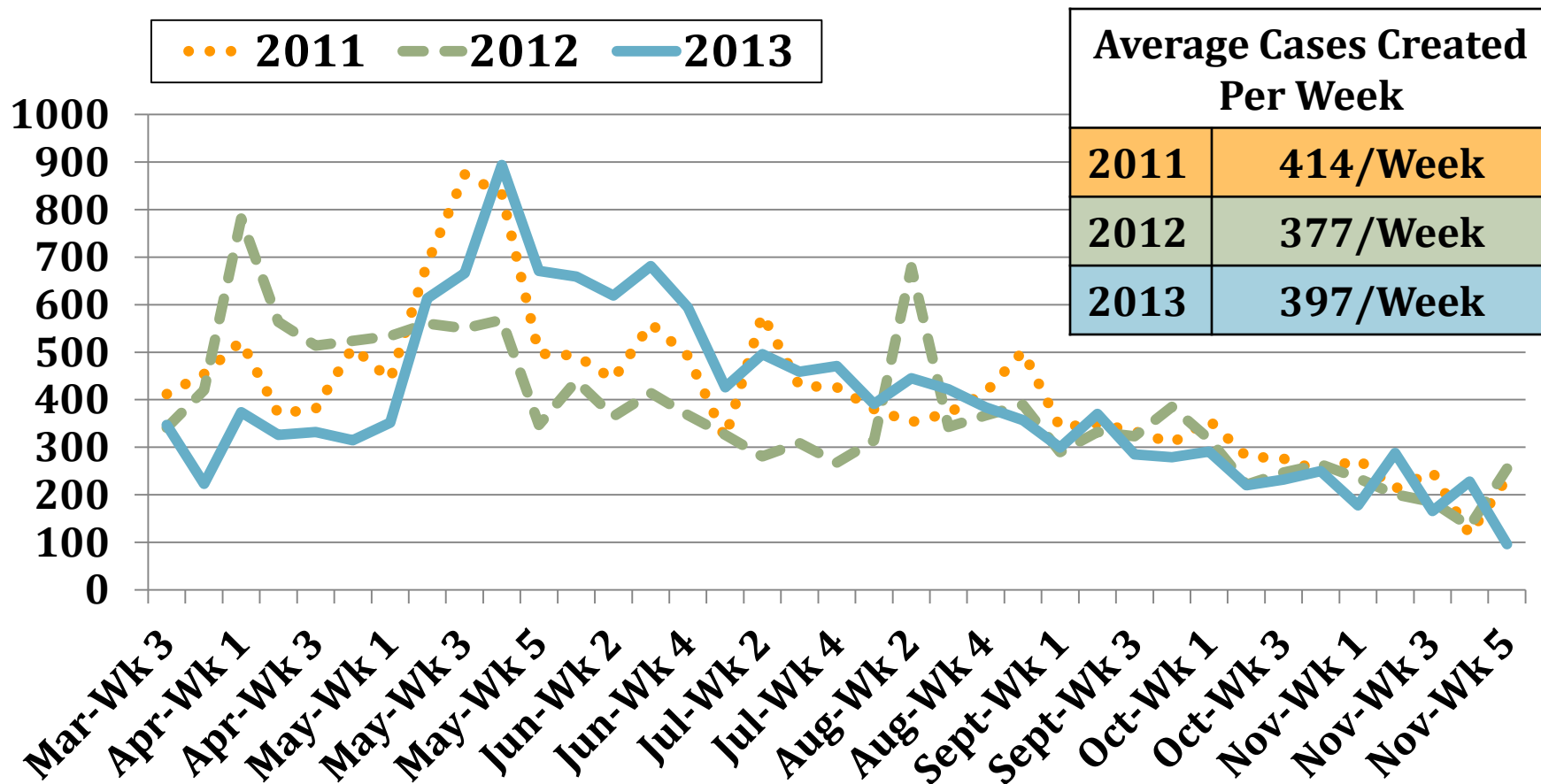
84 cases remain open.

2014 CHANGES TO VOLUNTEER INSPECTION PROGRAM

- **Under current program, if volunteer inspector is unavailable to testify in court, the case cannot move forward.**
- **Due to this, new requirements for program state that volunteer inspectors must be available to testify at court**
- **This may present a disincentive to participate in the program due to concerns about anonymity/retaliation**

PROPERTY VIOLATION CASES CREATED EACH WEEK

**Watch
Trend**



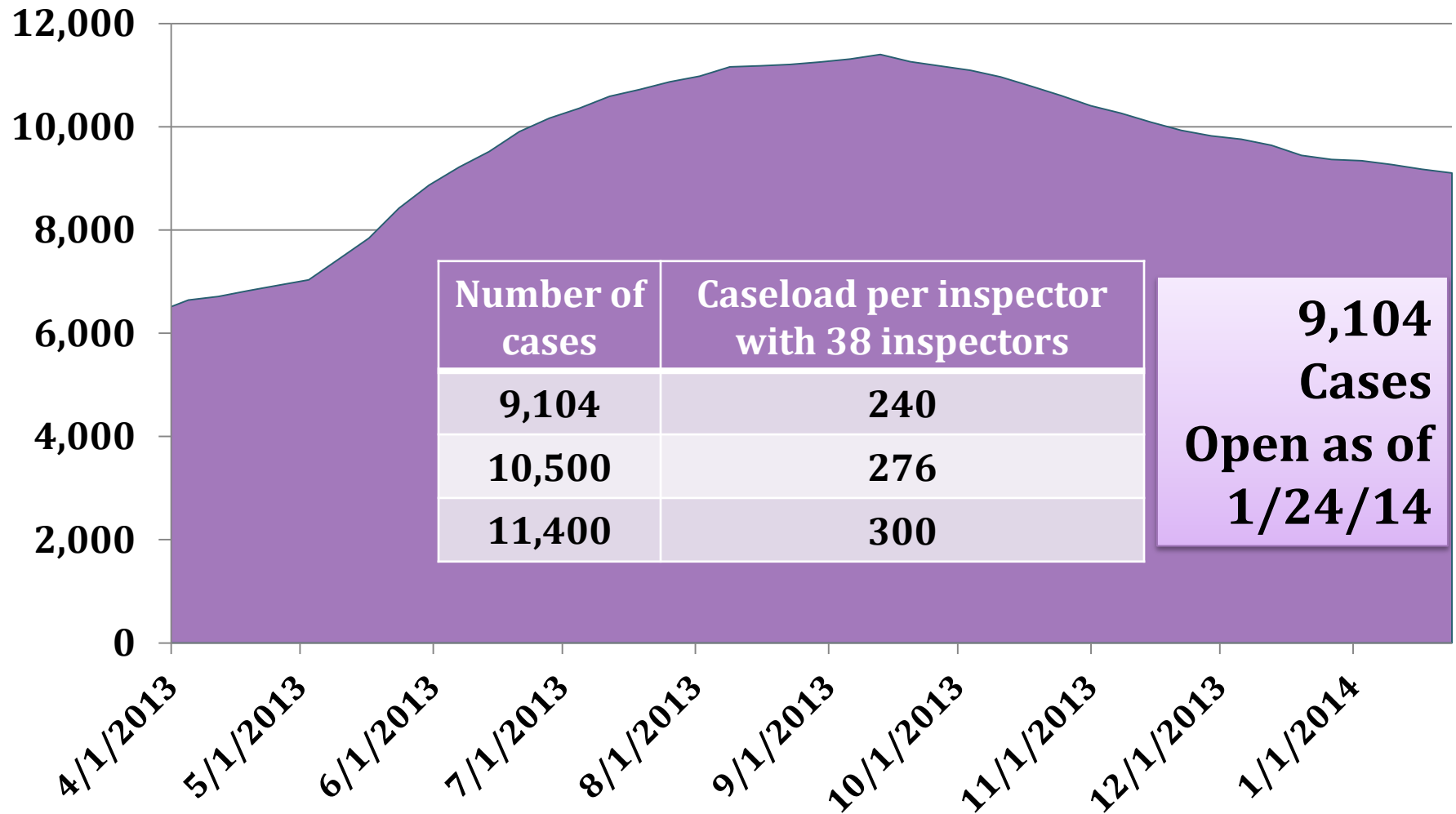
**Historic NPD
inspector
staffing levels**



Source: Peoplesoft CRM 311 Service Request System; NHS

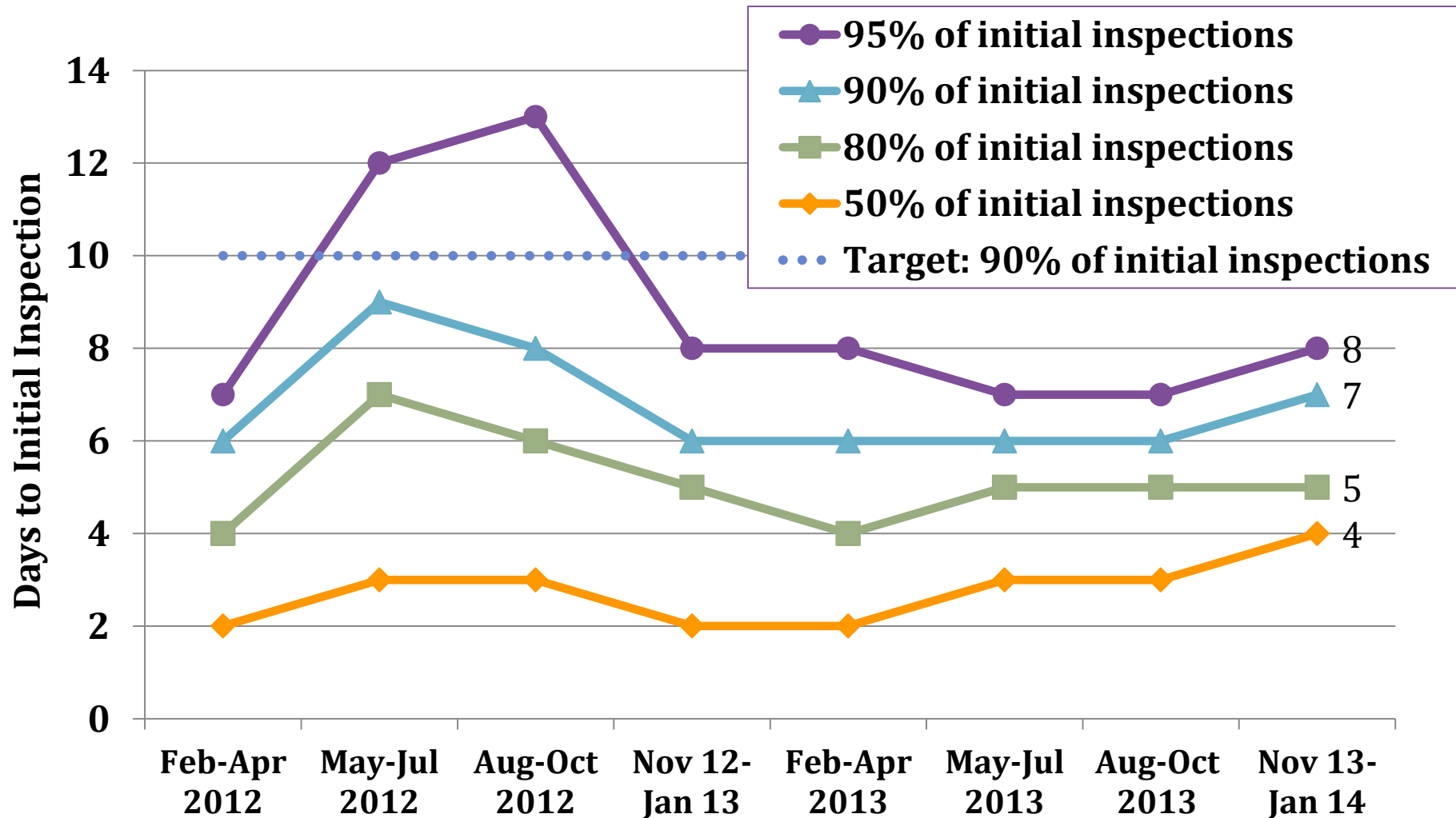
PROPERTY VIOLATION CASES REMAINING OPEN

**Watch
Trend**



TIME TO INITIAL INSPECTIONS FOR NEIGHBORHOOD PRESERVATION

**Positive
Trend:** 



NHS TARGETED NEIGHBORHOOD AREA UPDATES

MONARCH MANOR @ 22ND AND GARFIELD

- Designed and constructed perimeter streetscape improvements and corner commemorative plaza - \$220,000;
- Planted 93 trees throughout the subdivision with all trees donated by Lowe's and volunteers coordinated by Bridging the Gap;
- Ordinance approved for \$300,000 for construction of three new homes.

EAST PATROL AREA

Brooklyn from 22nd to 26th –
TA# 1

- Designs completed for new in-fill housing units along eastside of Brooklyn construction to begin in spring 2014.

27th Street Brooklyn to
Prospect – TA# 2

- \$1.5 million contract approved for construction of Morningstar Family/Youth Center at 27th and Prospect;
- \$70 million Crime Prevention Facility under construction

SEVEN OAKS / VINEYARD

Brooklyn from 22nd to 26th –
TA# 1

- St. Michael's Veterans Center, a \$36 million housing and service facility,
- Seven Oaks School Historic Renovation,
- Oak Point Housing Development,
- Targeted demolition of one Land Bank house.

NHS TARGETED NEIGHBORHOOD AREA UPDATES

SANTA FE

- Contract approved for \$240,000 with Blue Hills Community Services for moderate home repair program.

MANHEIM AROUND BANNCROFT SCHOOL REDEVELOPMENT

- Targeted demolition of dangerous buildings;
- Contract pending with NHS for \$400,000 for purchase/rehab/new construction.

39TH STREET CORRIDOR

- Demolition of fire damaged Horace Mann School for \$400,000;
- Contract approved for Phase I of 39th Street Gateway Project for \$912,000.

PLAZA / WESTPORT

- Continuing to market the RAMP program to owner occupied homes along Pennsylvania.

EAST 55TH STREET CORRIDOR

- Developing demonstration sidewalk improvement program with Public Works.

HICKMAN MILLS / RUSKIN AREA PLAN

- Completed one minor home repair – roof replacement;
- Developing a demonstration rental rehab program.

NHS TARGETED NEIGHBORHOOD AREA UPDATES

NORTH JACKSON

- Held a neighborhood clean-up with 18 participants;
- Developing an urban orchard in the 3800 block of N. Jackson Ave.;
- Assisted 8 households with minor home repairs along Jackson and 13 in adjacent areas; and
- Provided energy conservation assistance to 5 households through the Energy/Works Project.

WESTSIDE

- Developing demonstration sidewalk improvement program with Public Works.

PRIORITY

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

INDICATORS

- 1. Citizen satisfaction and emphasis for Parks services**
- 2. % of citizens satisfied with communication**
- 3. % of businesses satisfied with City services**
- 4. % of customers satisfied with 311 service request outcomes**

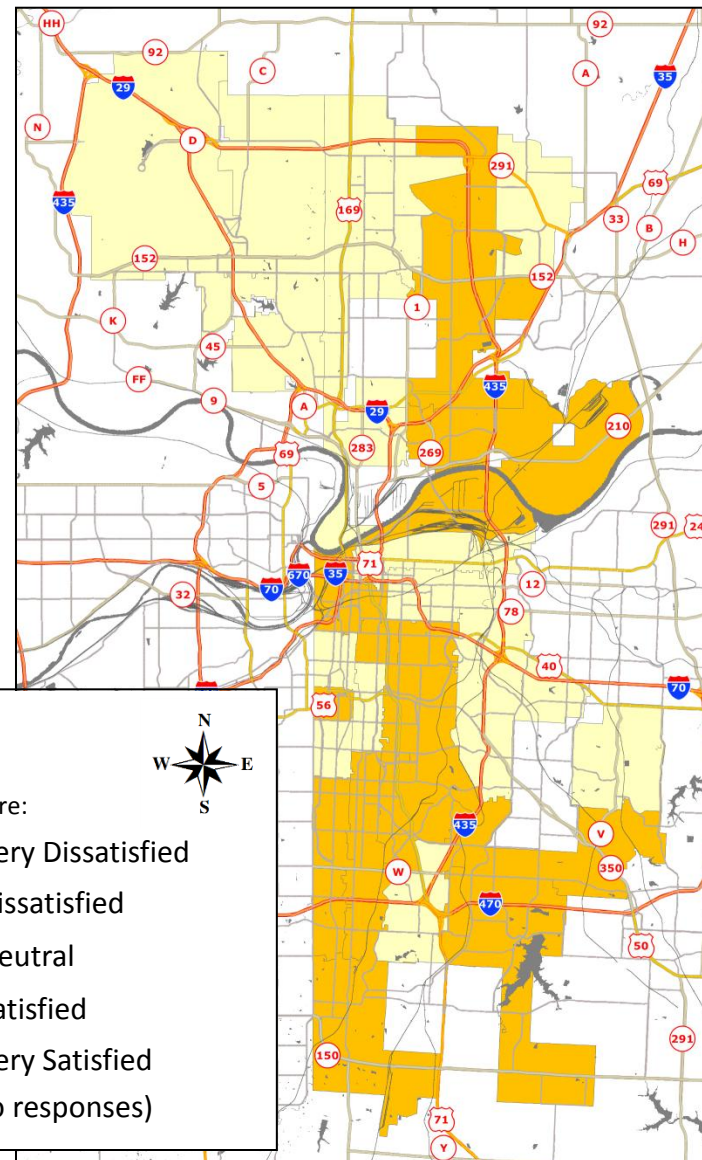
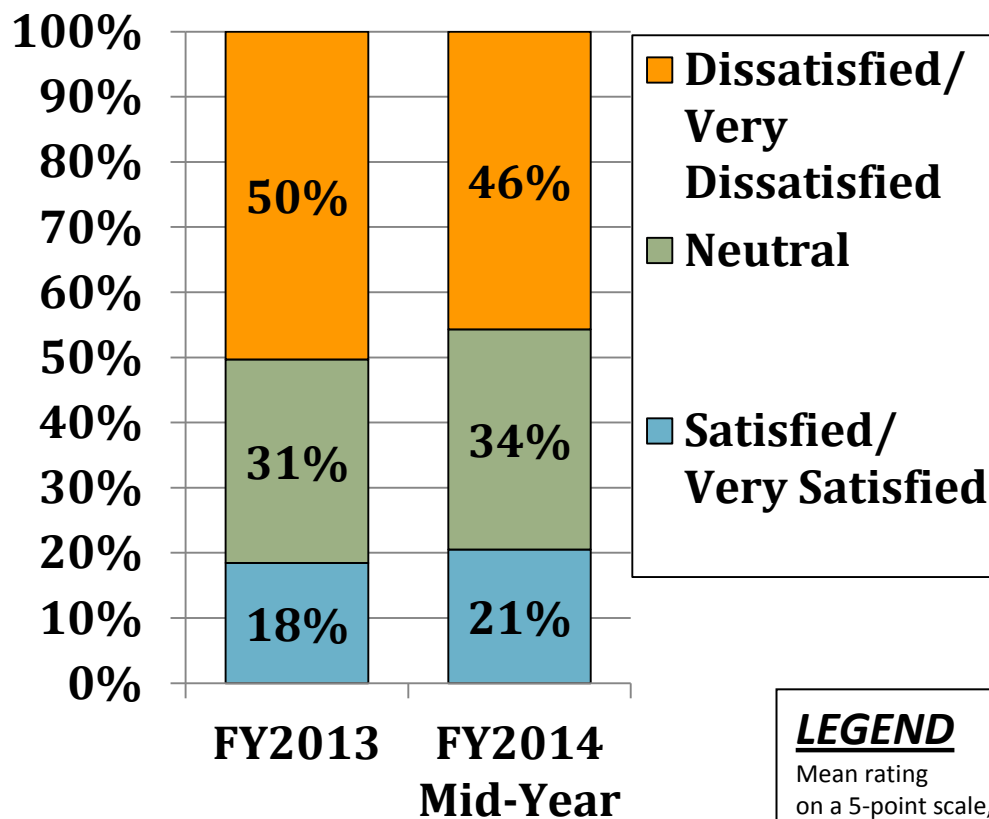
CITIZEN EMPHASIS WITHIN NEIGHBORHOOD SERVICES

<u>Neighborhood Services Category</u>	<u>Importance</u>	<u>Satisfaction</u>	<u>I-S Rank</u>
Enforcing property maintenance of vacant structures	31%	18%	1
Enforcing the clean-up of litter/debris on private property	29%	27%	2
City efforts to clean-up illegal dumping sites	23%	26%	3
Enforcing the exterior maintenance of residential property	19%	25%	4
Enforcing the mowing/cutting of weeds private property	19%	25%	5
Enforcing the clean-up of litter, mowing of weeds, and exterior maintenance of residential property in YOUR neighborhood	16%	40%	6
Quality of animal control	13%	42%	7
Timeliness of the removal of abandoned cars	5%	31%	8
Enforcing the removal of signs in the ROW	5%	34%	9

CITIZEN SATISFACTION WITH ENFORCING MAINTENANCE OF VACANT STRUCTURES

**Watch
Trend**

FY14 Mid-Year



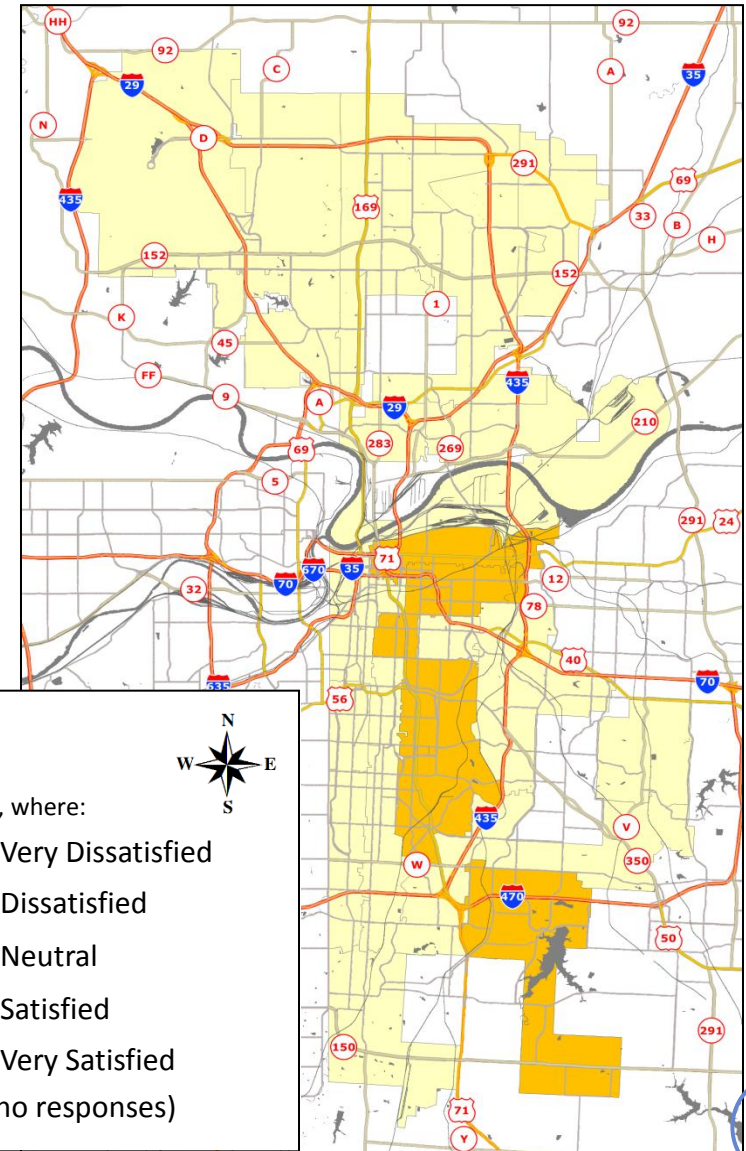
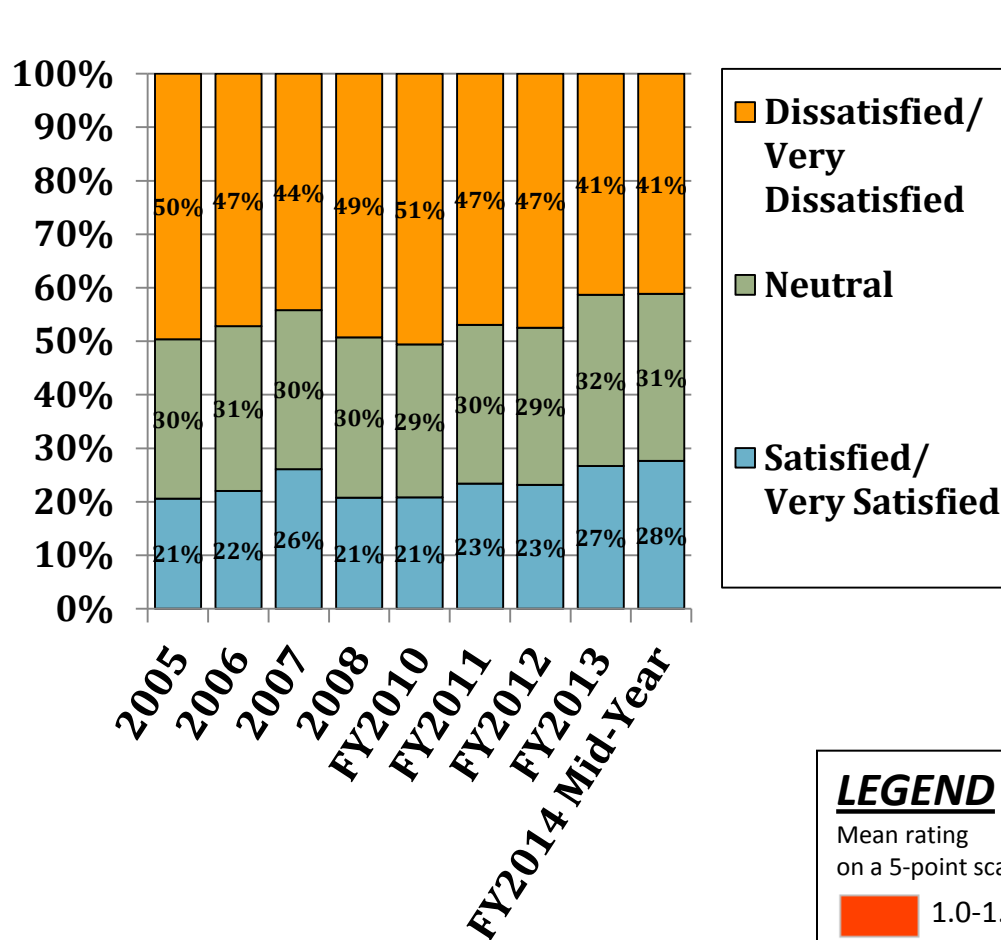
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

CITIZEN SATISFACTION WITH ENFORCING CLEAN UP OF LITTER/DEBRIS ON PRIVATE PROPERTY

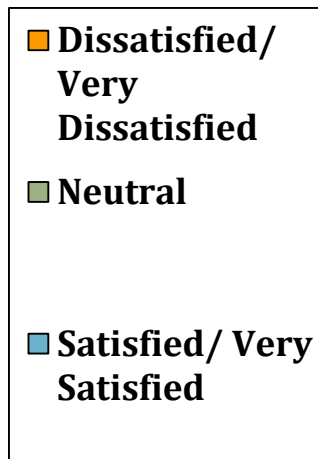
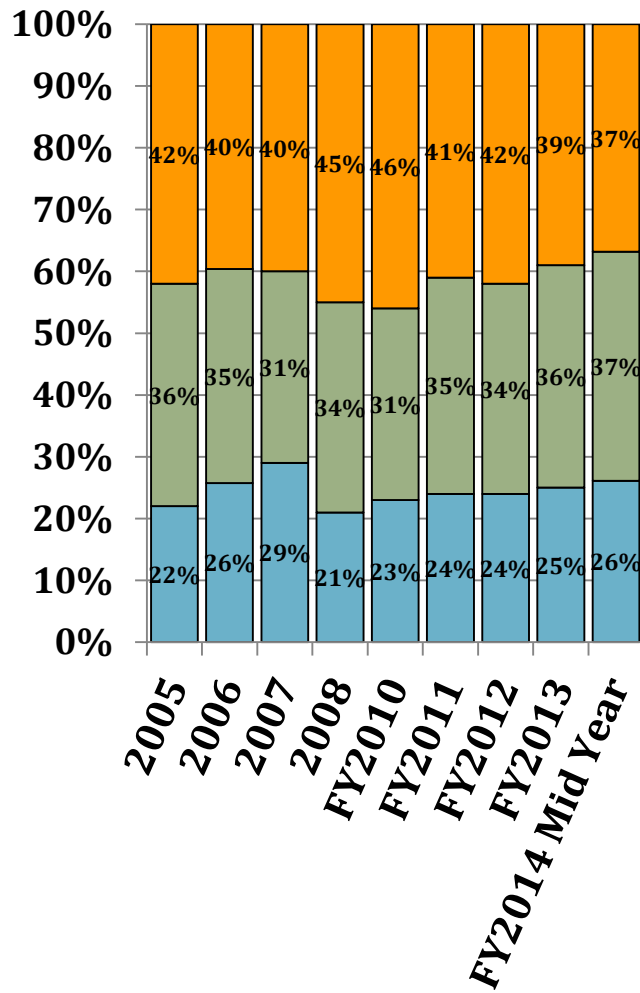
**Watch
Trend**



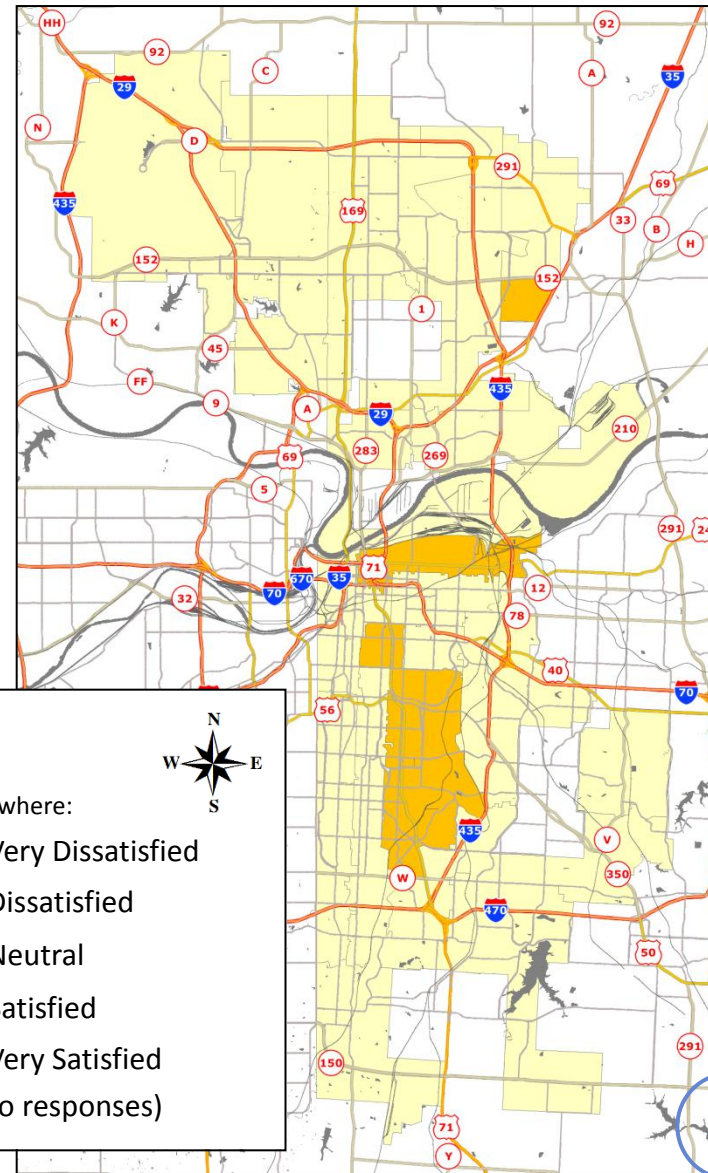
Source: Citizen Survey 2005-FY2014 Mid-Year

CITIZEN SATISFACTION WITH EXTERIOR MAINTENANCE

**Watch
Trend**

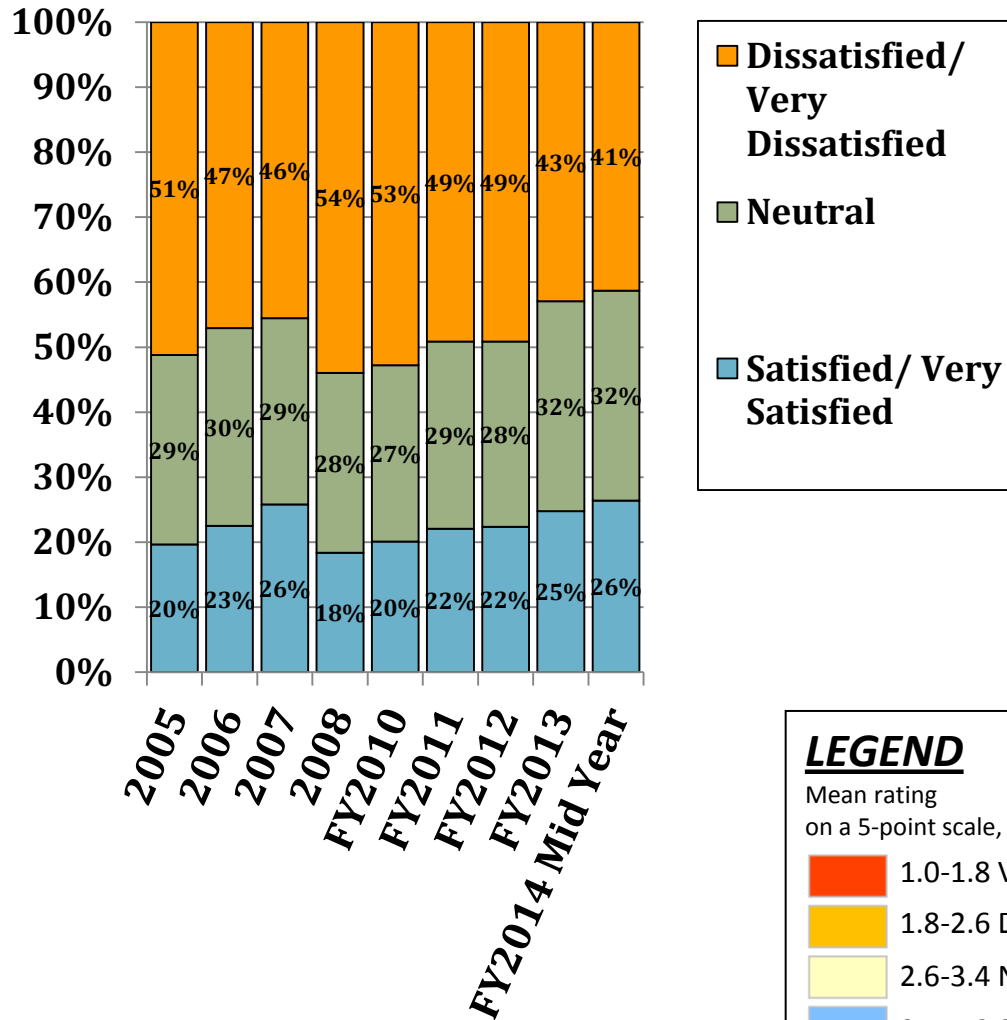


FY14 Mid-Year

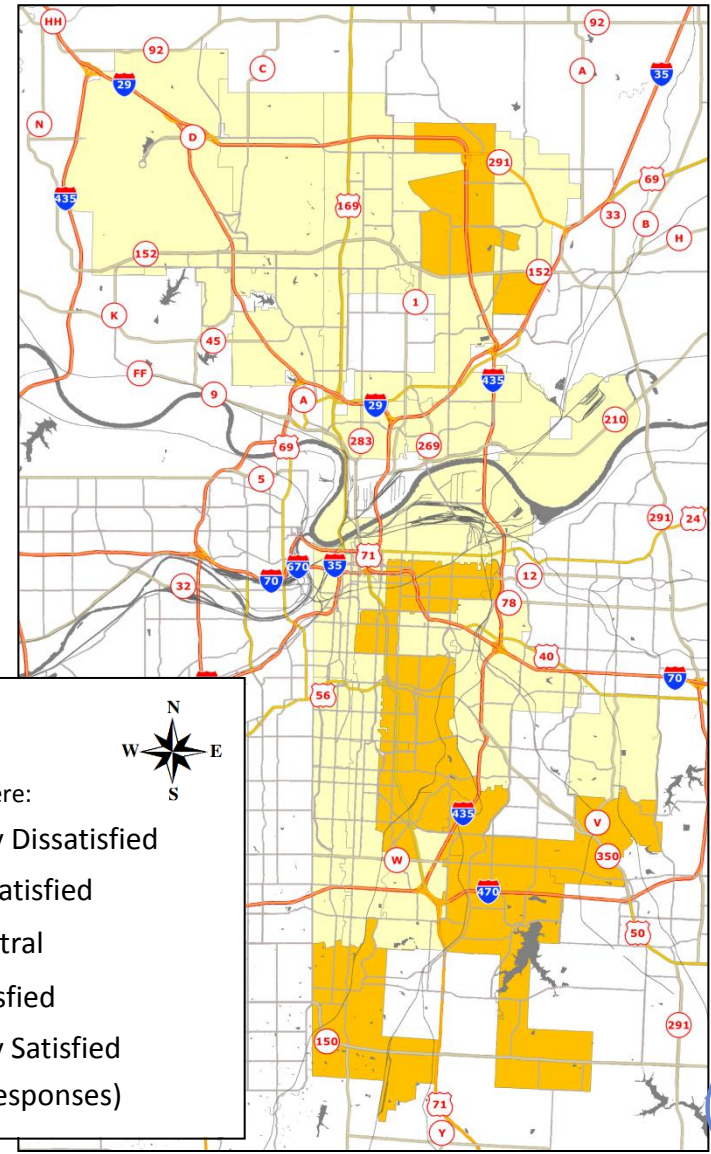


CITIZEN SATISFACTION WITH ENFORCING THE MOWING AND CUTTING OF WEEDS ON PRIVATE PROPERTY

**Watch
Trend**



FY14 Mid-Year



LEGEND

Mean rating
on a 5-point scale, where:

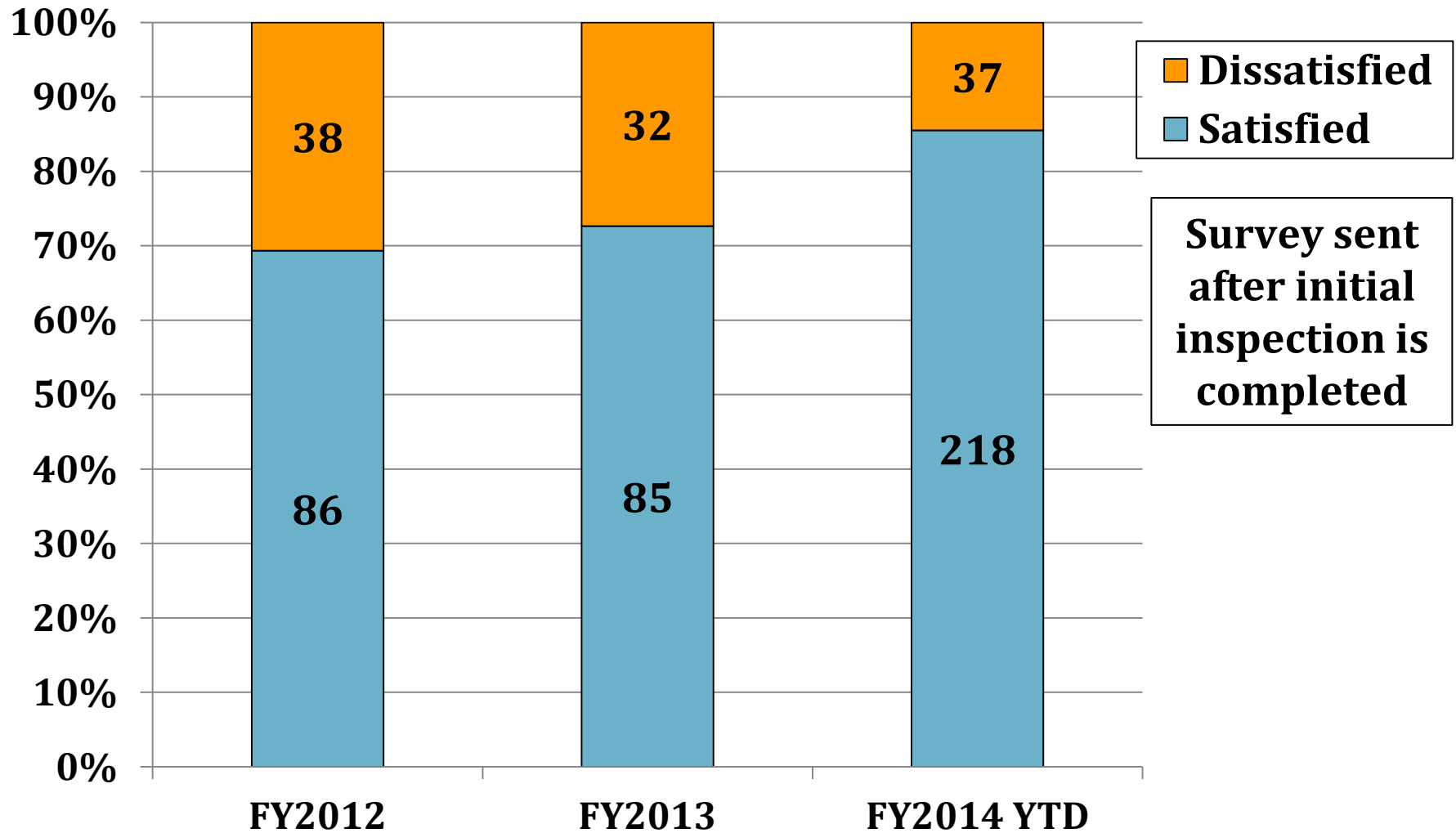
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Source: Citizen Survey 2005-FY2014 Mid-Year

311 CUSTOMER SURVEY: NEIGHBORHOOD PRESERVATION

**Positive
Trend:** 



PRIORITY

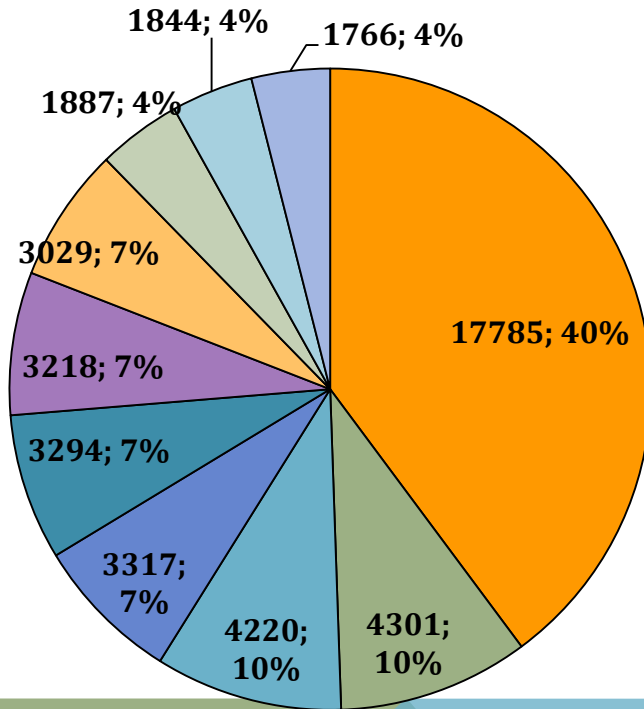
Provide the resources for effective basic services.

INDICATORS

- 1. Overall customer satisfaction with 311 service requests**
- 2. % of 311 service requests completed within established timeframes**

TOP 10 MOST REQUESTED SERVICES VIA 311

2012



Property Violations

Water Leak

Animal At Large

Meter Leak/Problem

Hazardous Structure

Dead Animal Pick up

Vacant Structure Open

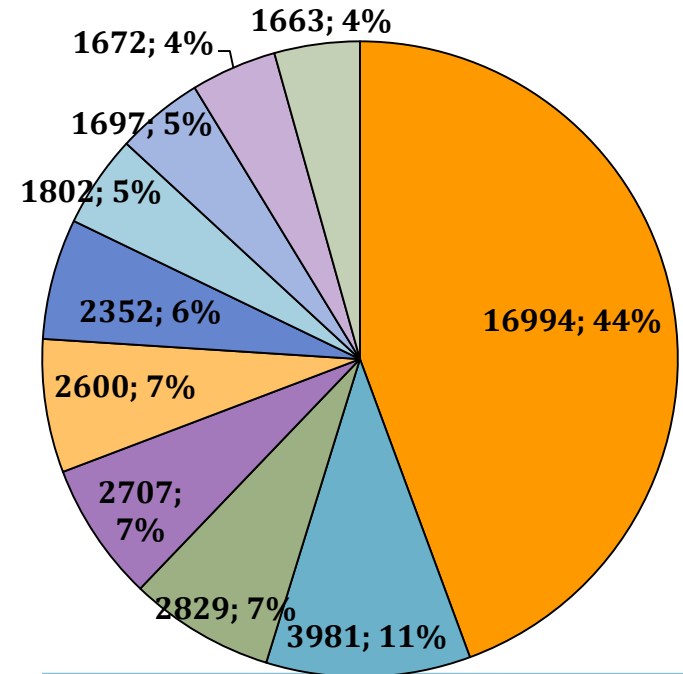
Illegal Dumping on ROW

Trash - Missed by City

Solid Waste Customer Service

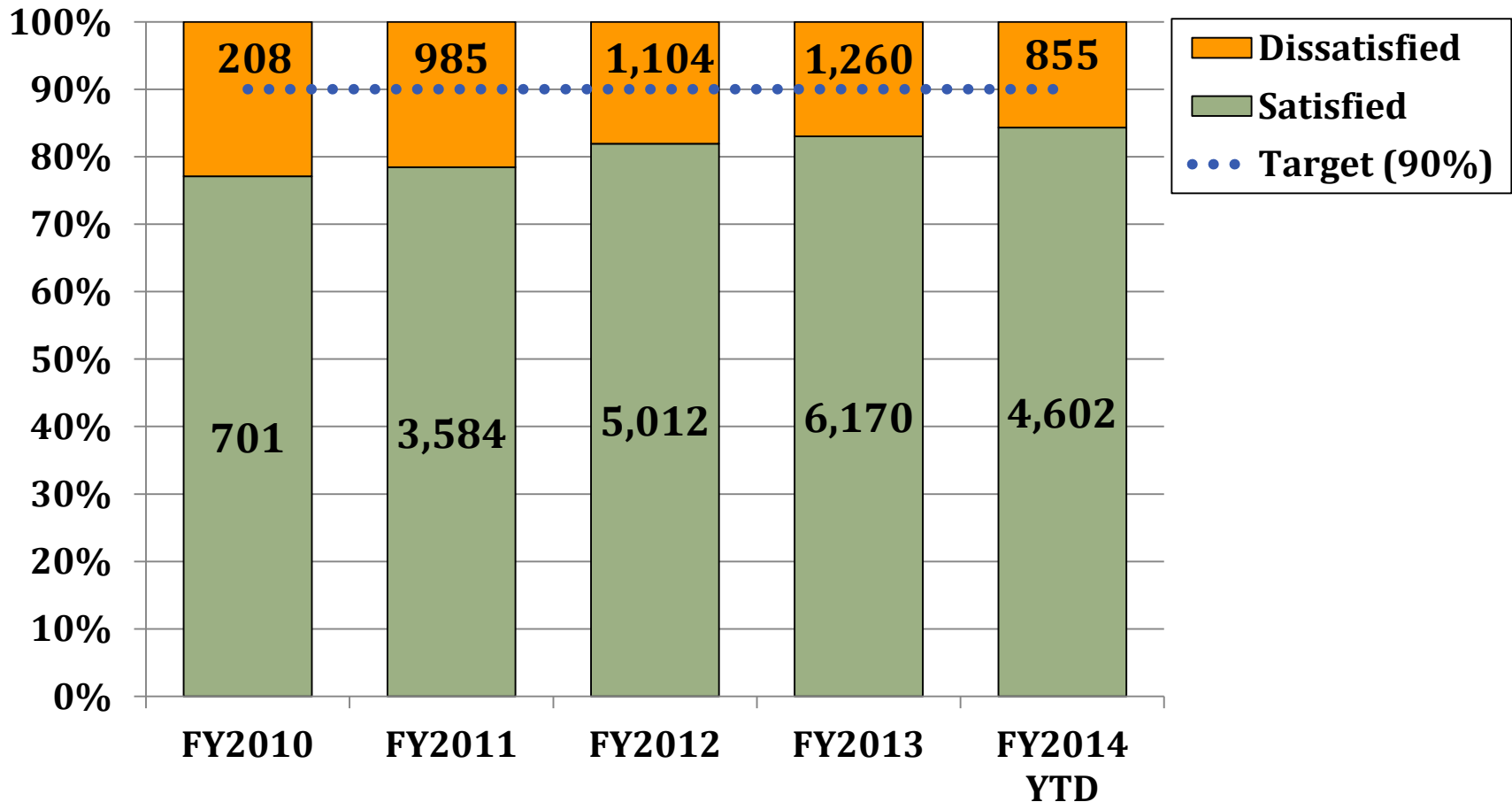
Trash - Missed by Contractor South

2013



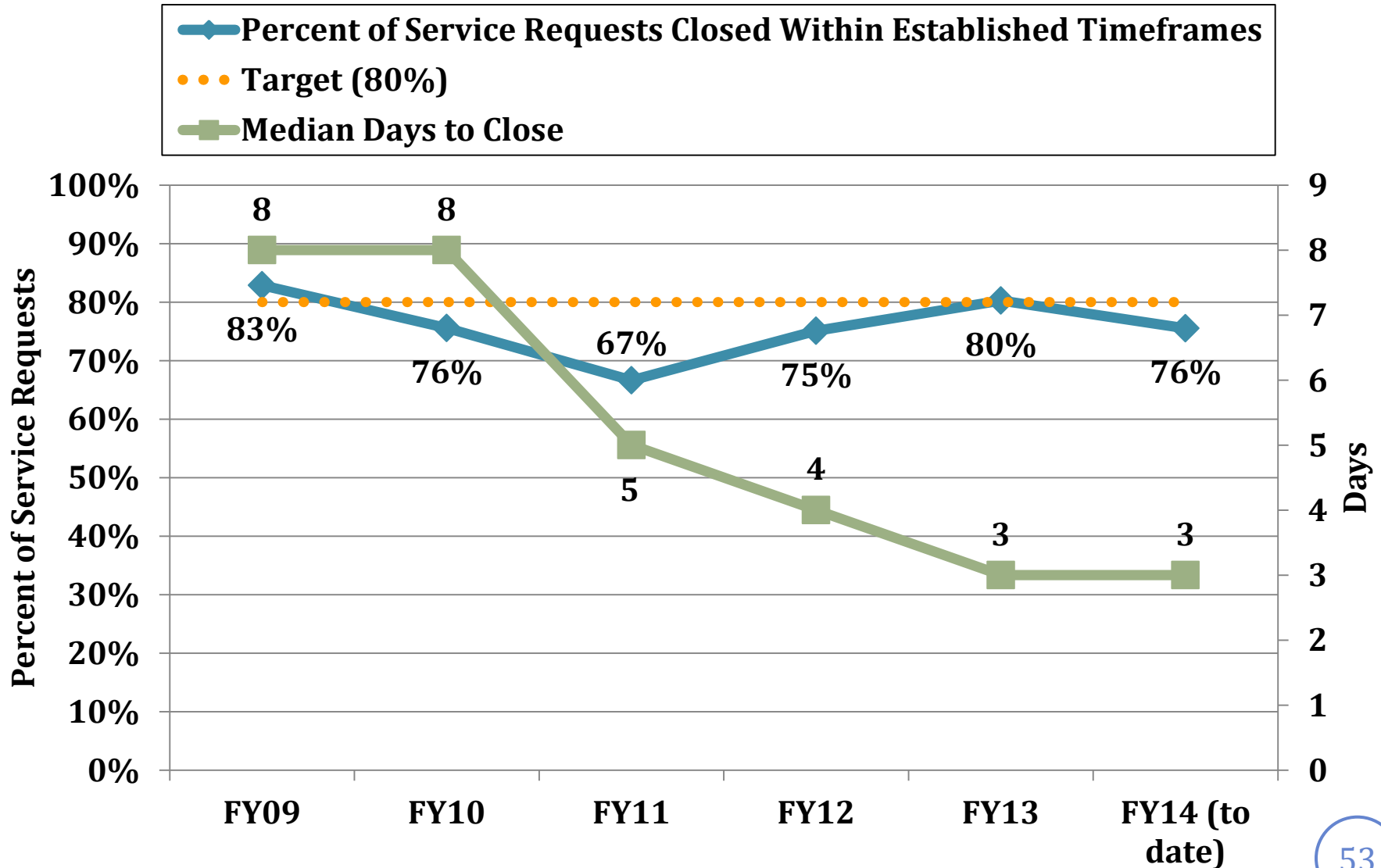
CUSTOMER SATISFACTION WITH DEPARTMENT SERVICE ON SERVICE REQUESTS

Positive Trend: 

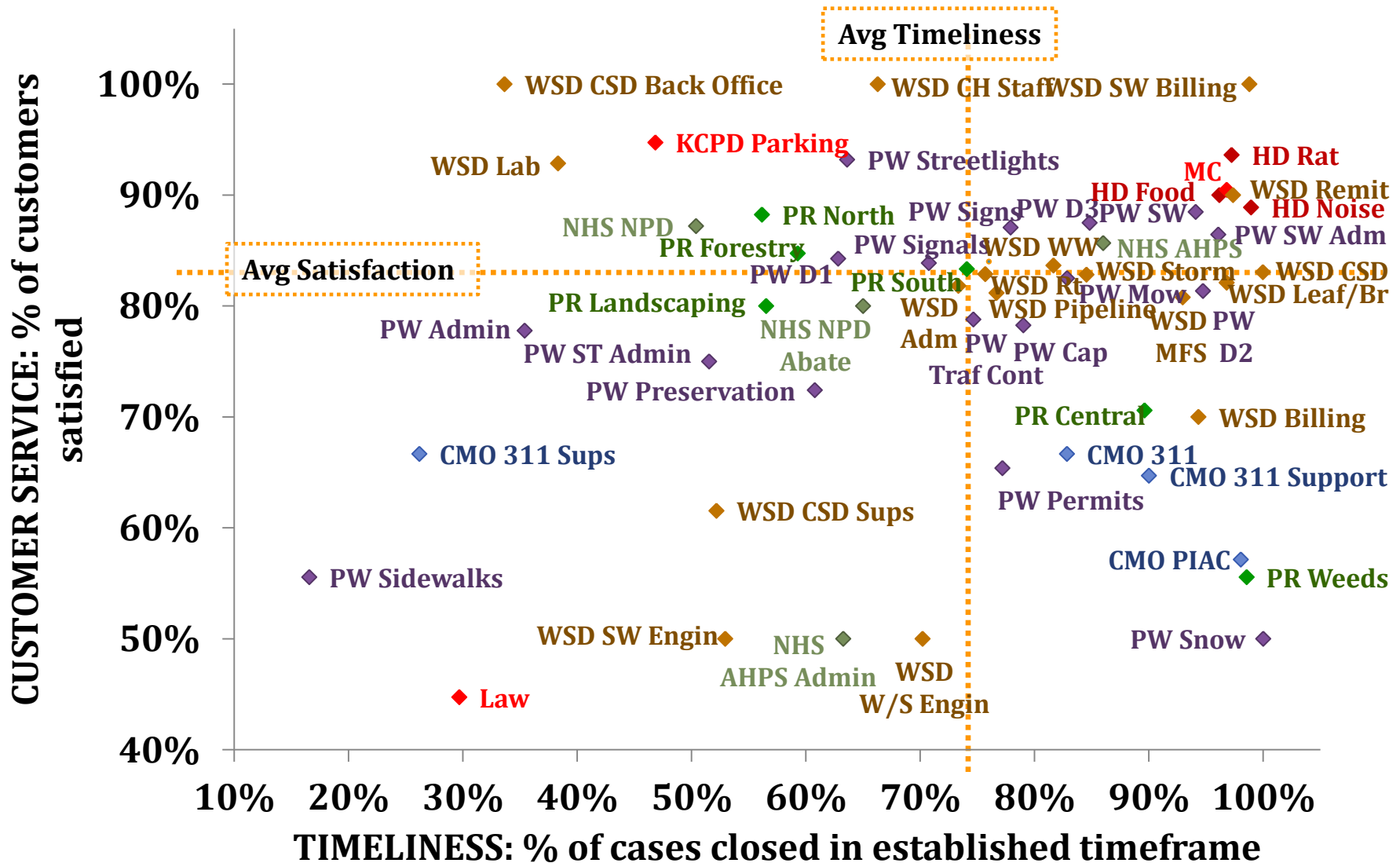


1% 4% 6% 7% 7%
Percent of SRs for which survey responses were received

TIMEFRAMES TO CLOSE REQUESTS



311 MATRIX, MAY-DECEMBER 2013



ANALYSIS OF 311 MATRIX

Continued Low Satisfaction/Timeliness	Newly Low Satisfaction/Timeliness
CMO 311 Supervisors Law NHS Animal Health Admin PW Admin PW Street and Traffic Admin PW Preservation PW Sidewalks WSD Water and Sewer Engineering WSD Consumer Services Supervisors	CMO PIAC Parks Landscaping Parks South District WSD Stormwater Engineering
Improved	
NHS NPD PW Capital PW Traffic Control	WSD Admin WSD City Hall Staff WSD Stormwater Billing

SERVICES WITH MOST POSITIVE “BRAND EQUITY” IN 2013

“Positive brand equity” is gauged by the % of customers rating department service as “excellent” or “5” on a 5-point scale.

Work Group	Total Survey Responses	Percent Rating Service as “Excellent” (5 of 5)
KCPD-Parking Control	78	81%
PW-Streetlights	257	79%
WSD-Leaf Brush	25	72%
PW-Signs	196	68%
Health-Rat	91	66%
WSD-Remittance	38	66%
Municipal Court-Customer Svc	26	65%
NCS-Animal Health and Safety	483	62%
PW-Traffic Signals	53	60%
PW-Solid Waste	1,485	60%

SERVICES WITH MOST NEGATIVE “BRAND EQUITY” IN 2013

“Negative brand equity” is gauged by the % of customers rating department service as “unacceptable” or “1” on a 5-point scale.

Work Group	Total Survey Responses	Percent Rating Service as “Unacceptable” (1 of 5)
NCS-Animal Health and Safety-Admin	23	43%
Law--	72	40%
Parks & Rec-Landscape Services-Weeds	18	39%
Public Works-Snow and Ice-Administration	21	38%
City Managers Office-Action Center-	17	35%
Water Services-Consumer Services-Supervisors	38	34%
Water Services-Engineering-Water and Sewer	44	27%
City Managers Office-Action Center-Support	22	27%
Public Works-Street and Traffic-Admin	23	26%
Public Works-Street and Traffic-Sidewalks	24	25%
Public Works-Street and Traffic-Snow	181	20%

PRIORITY

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

INDICATORS

- 1. Citizen satisfaction with customer service**
- 2. Citizen satisfaction with 311**

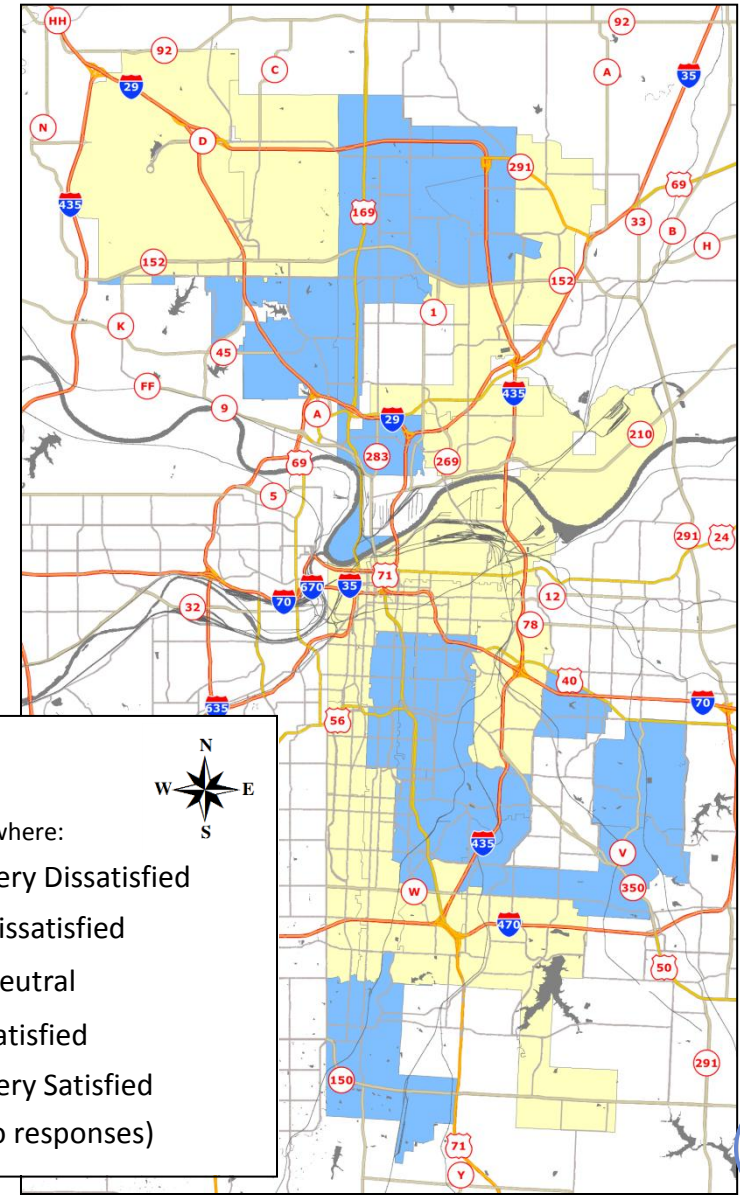
Watch Trend

Stacked Bar Chart Data:

Year	Satisfied/Very Satisfied (%)	Neutral (%)	Dissatisfied/Very Dissatisfied (%)
2005	39%	35%	26%
2006	46%	33%	21%
2007	50%	30%	19%
2008	48%	32%	20%
FY2010	48%	30%	22%
FY2011	48%	31%	22%
FY2012	50%	30%	20%
FY2013	44%	36%	19%
FY2014 Mid Year	47%	34%	19%

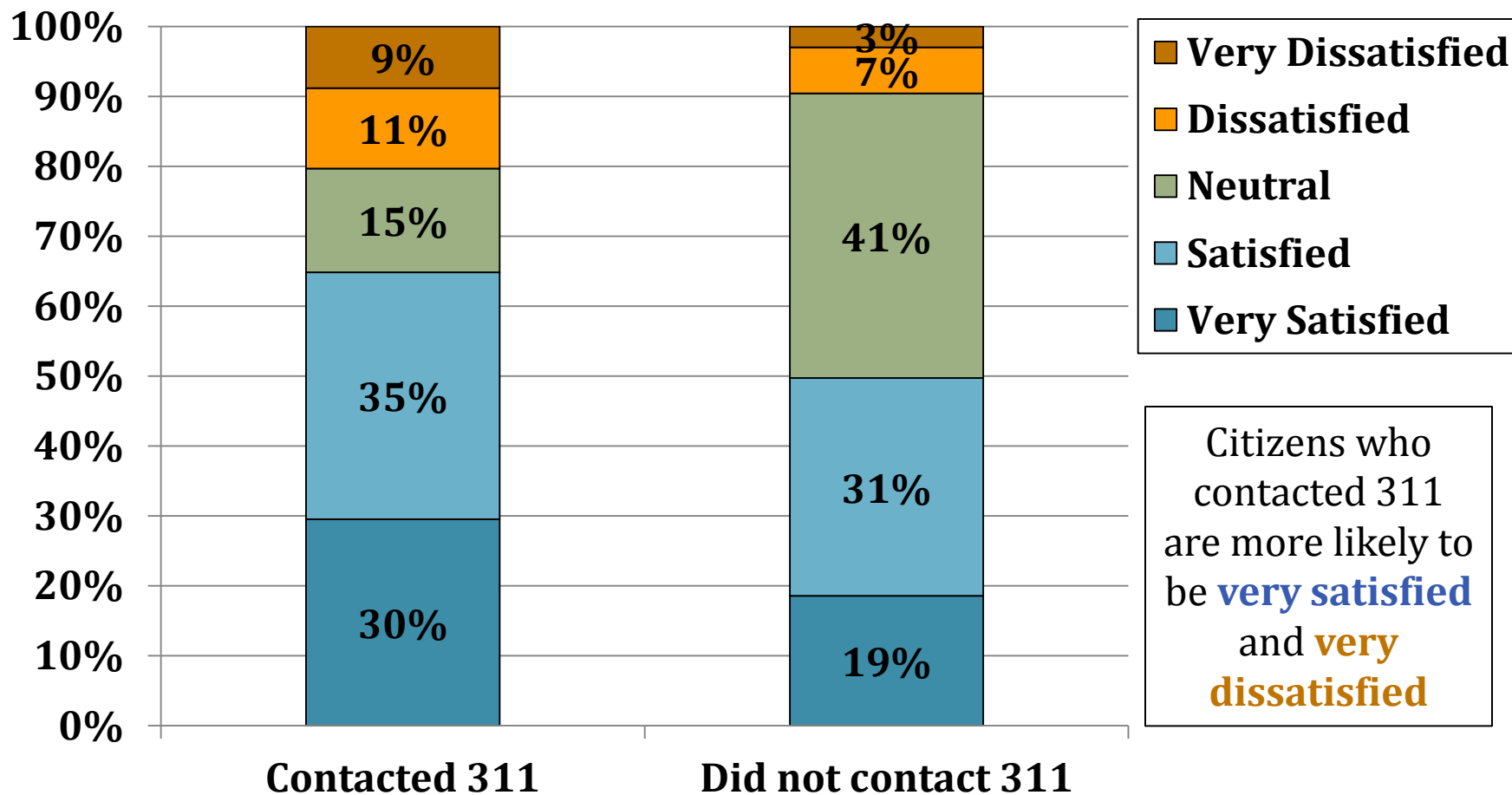
LEGEND
Mean rating on a 5-point scale,

1.0-1.8
1.8-2.6
2.6-3.4
3.4-4.2



59

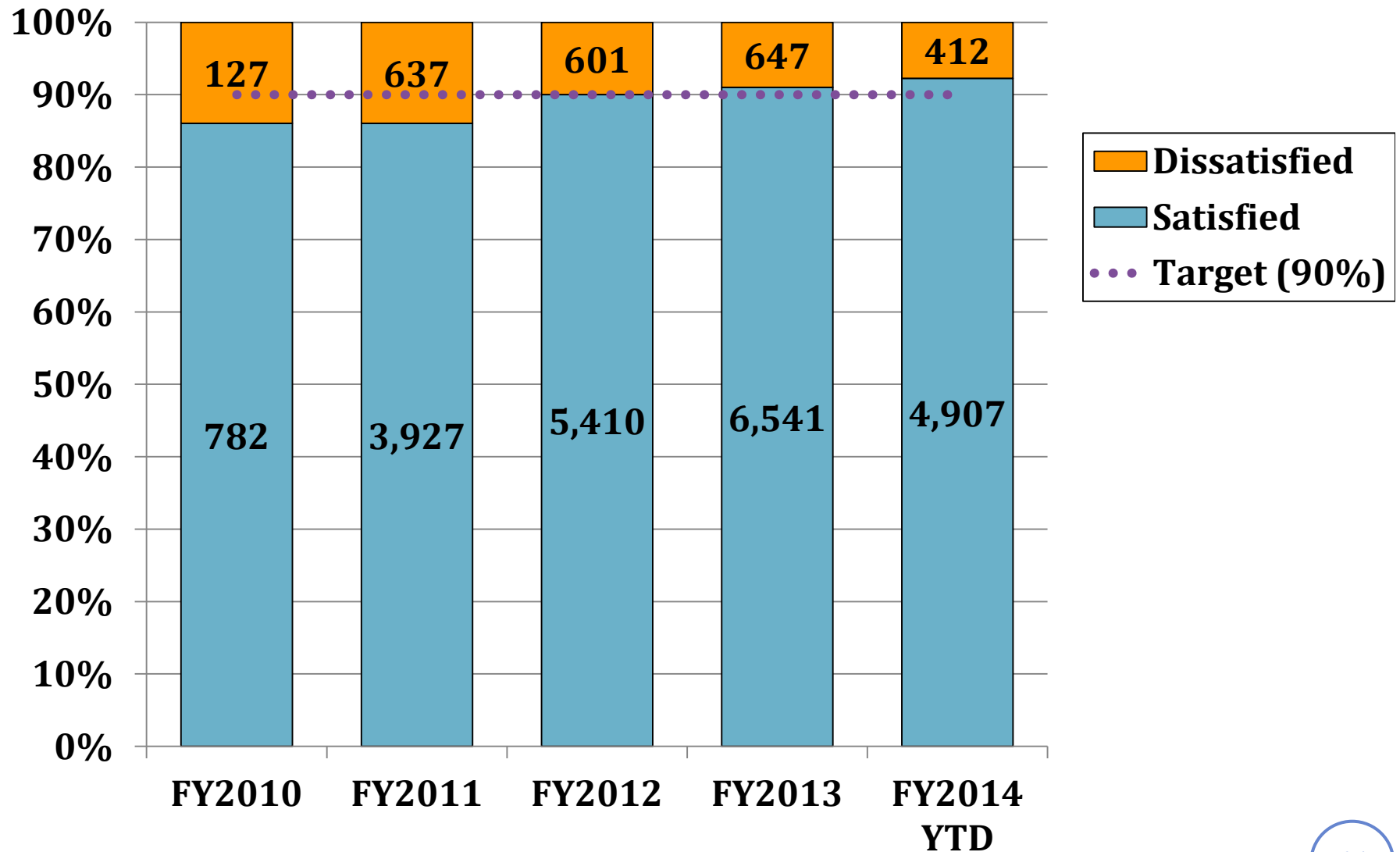
USER/NON-USER SATISFACTION WITH 311 SERVICES



In FY14 Q1, 57% of citizens said that they had contacted 311 (trending up from 54% in FY13).

CUSTOMER SATISFACTION WITH 311 SERVICE

**Positive
Trend:** 

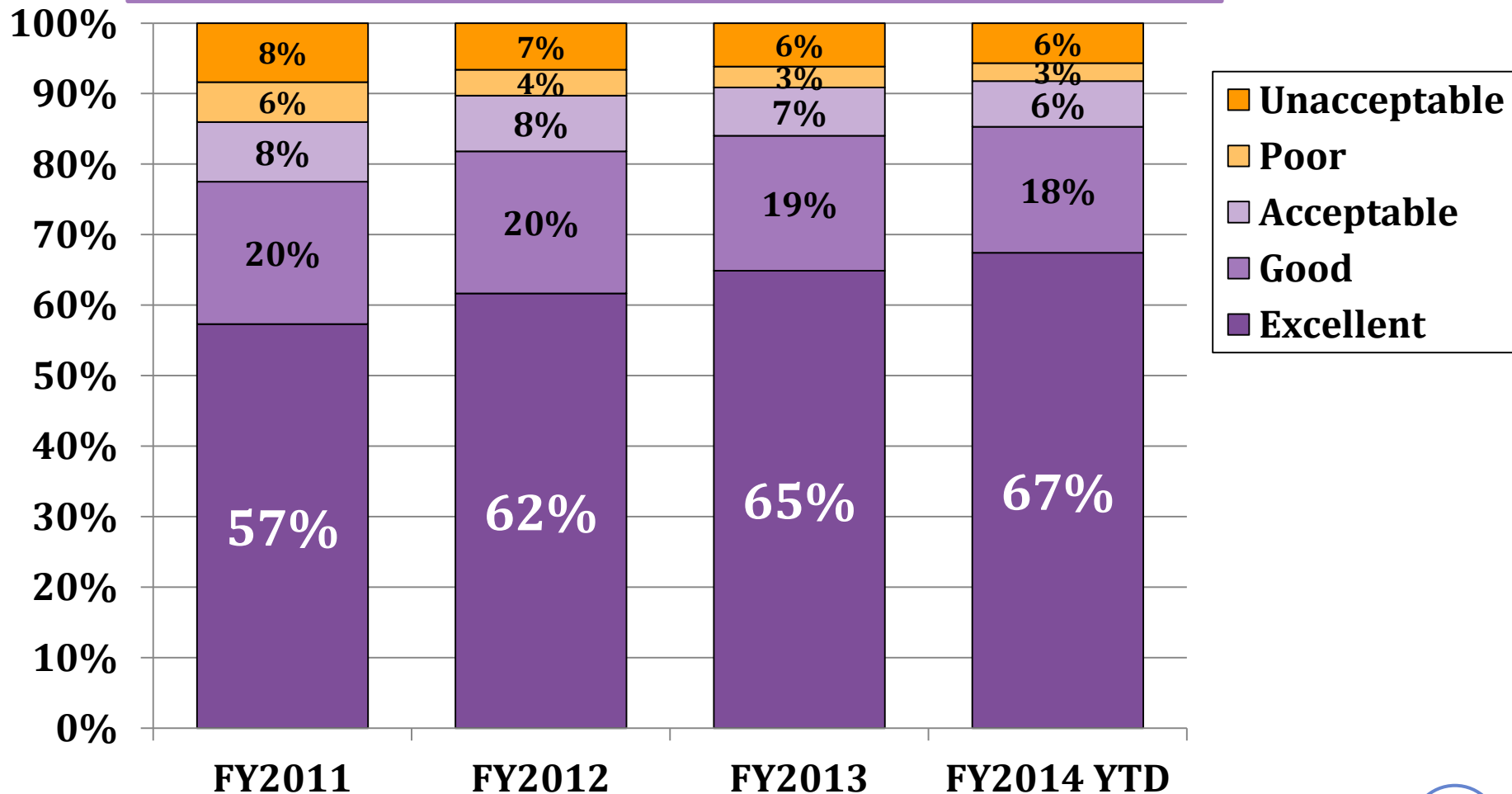


Source: 311 Customer Survey, FY10-FY14

311 “BRAND EQUITY”

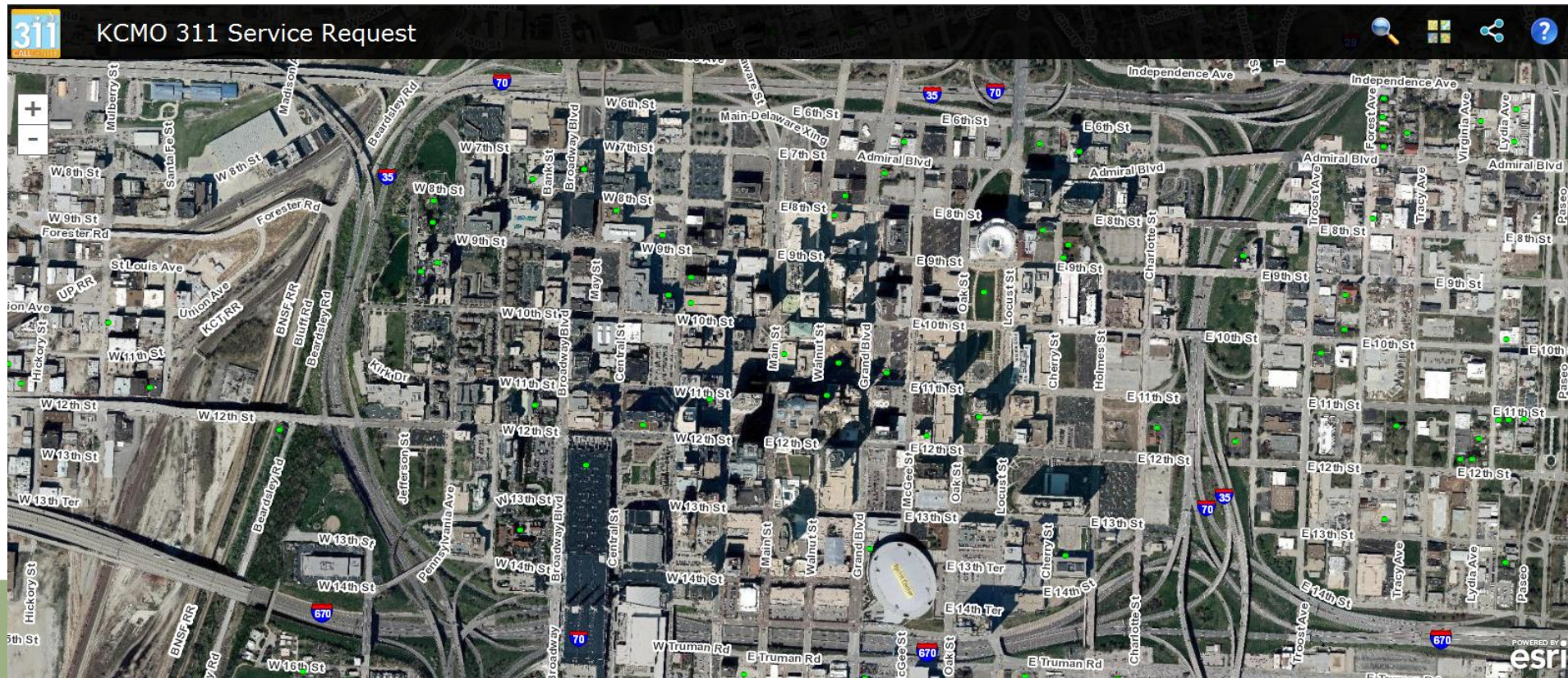


“Brand equity” is gauged by the % of customers rating 311 customer service as “excellent” or “5” on a 5-point scale.



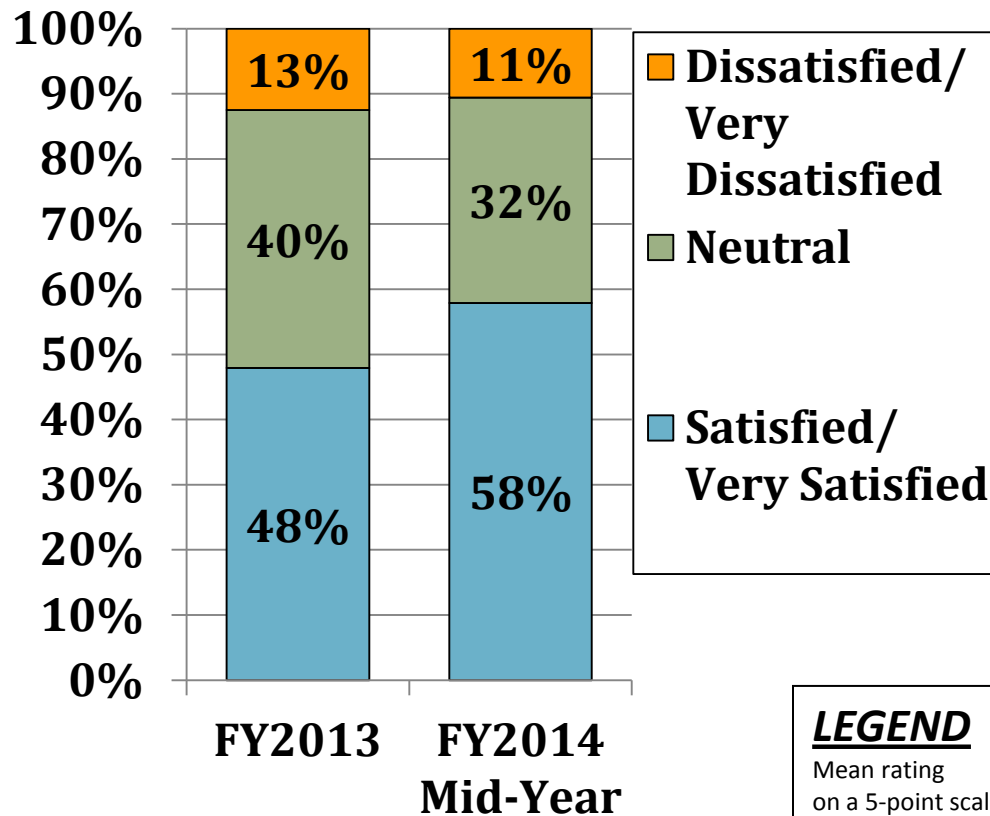
THE NEW 311 MAP APP!

<http://maps.kcmo.org/apps/311ServiceRequest/>

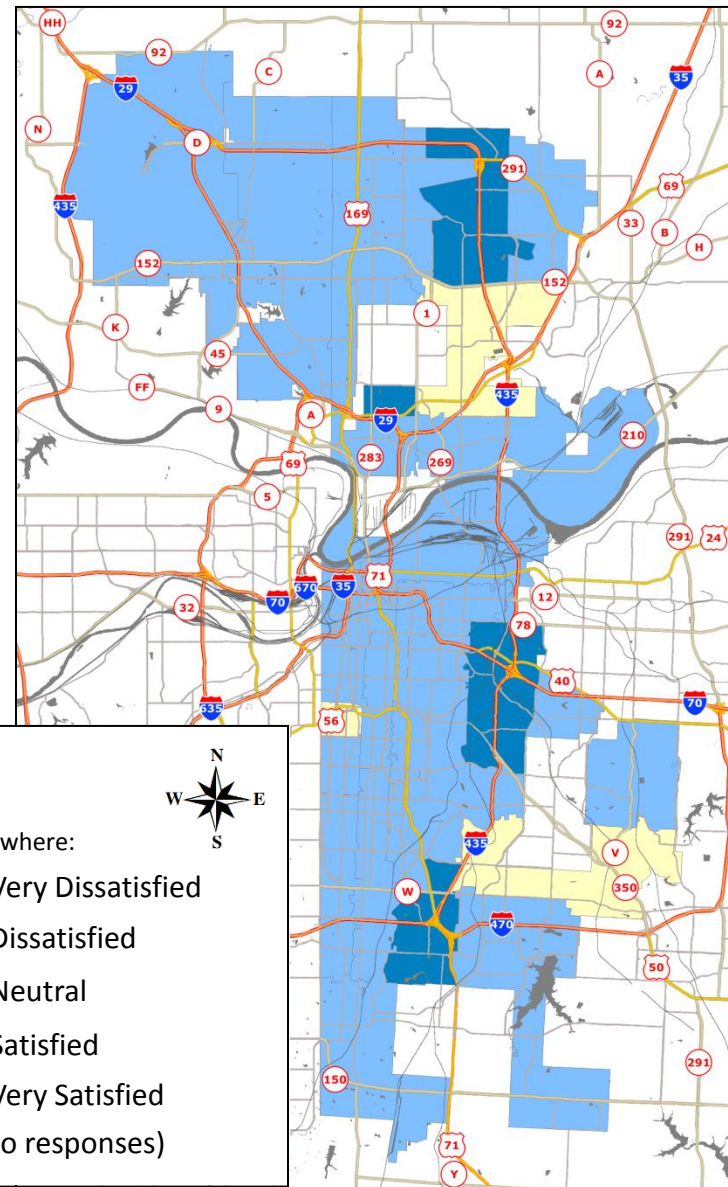


**Download from iTunes or Android PlayStore:
KCMO311**

CITIZEN SATISFACTION WITH EASE OF USING 311 VIA WEB

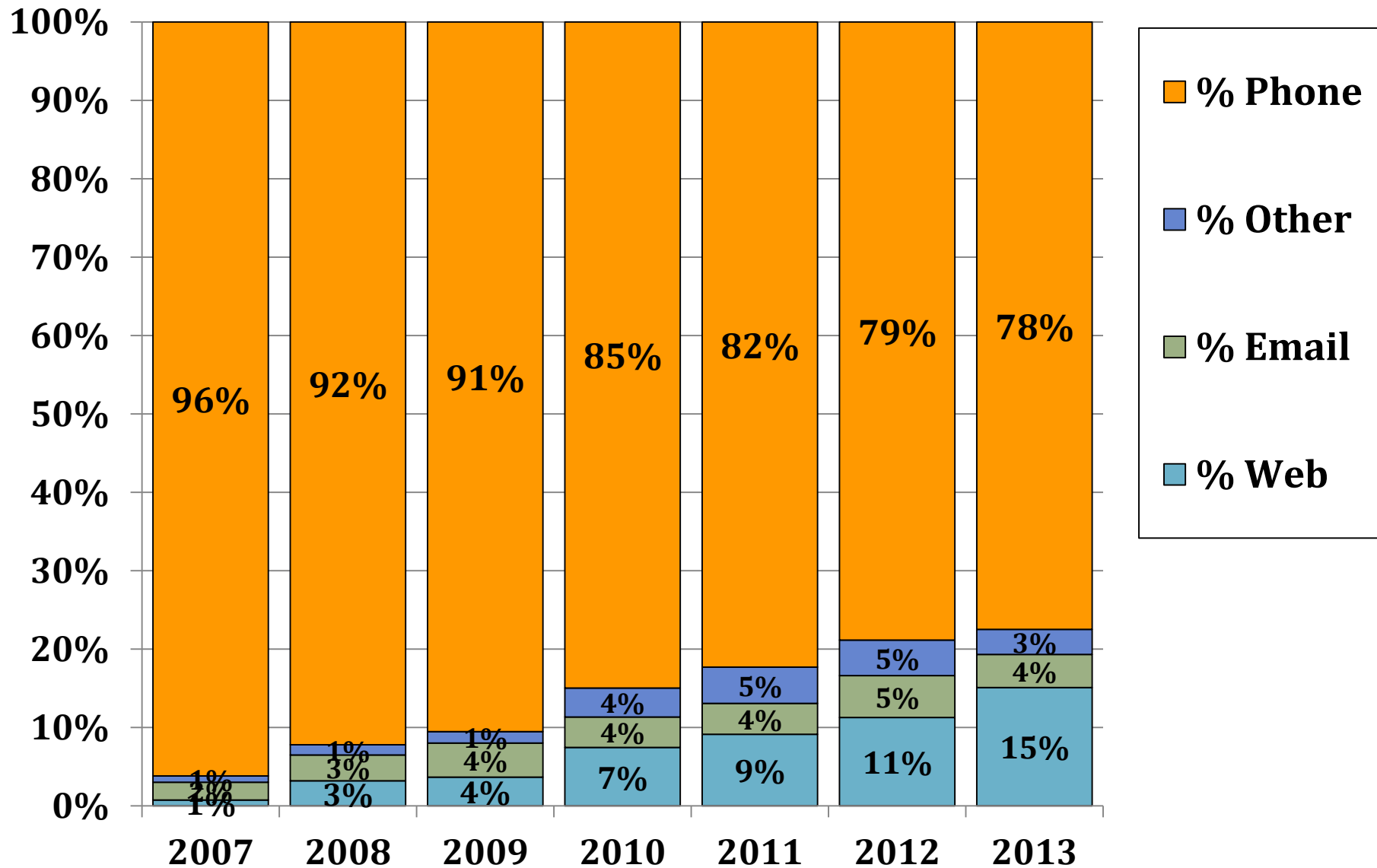


FY14 Mid-Year



Source: Citizen Survey FY2013, FY2014 Mid-Year

311 SERVICE REQUESTS BY SOURCE



Final Thoughts or Questions?

